

Level 4 Certificate in Management Consulting 10331

UNIT 3 Understanding the management consulting industry

Friday 16 June 2017 - Morning

Time allowed: 1 hour



You must have:

(eg Resource Booklet)

You may use:

- Geometrical Instruments
- Tracing Paper

A calculator is **NOT** permitted

First name										
Last name										
Centre number						Candidate number				

INSTRUCTIONS

Use black ink.

Complete the boxes above with your name, centre number and candidate number.

Answer **all** the questions.

Write your answer to each question in the space provided.

If additional space is required, use the lined page(s) at the end of this booklet. The question number(s) must be clearly shown.

Do **not** write in the bar codes.

INFORMATION

- The total mark for this paper is 50.
- The marks for each question are shown in brackets [].
- Quality of written communication will be assessed in this paper.
- This document consists of **12** pages.

2 Explain **four** ways of managing a client's expectations.

1

.....

.....

.....

.....

.....

2

.....

.....

.....

.....

3

.....

.....

.....

.....

.....

4

.....

.....

.....

.....

.....

[8]

- 3 A management consulting firm is asked by a major bank to put forward a proposal for recruiting a team of financial advisors to work in Paris.

Explain **one** way in which the management consulting firm could add value to its proposal in order to secure the contract.

.....

.....

.....

.....

.....

.....

.....

.....

[2]

- 4 Explain what is meant by 'operating ethically'.

.....

.....

.....

.....

.....

.....

.....

[2]

- 5 A management consulting firm, based in the UK, has a strategy of reducing its tax burden by supporting an international charity.

Identify **four** stakeholder groups of a management consulting firm. For each of the stakeholder groups suggest **one** likely implication of this choice.

1

.....

.....

.....

.....

.....

2

.....

.....

.....

.....

.....

3

.....

.....

.....

.....

.....

4

.....

.....

.....

.....

.....

[8]

7 Describe **three** contractual obligations that might exist between a management consulting firm and its client.

1

.....

.....

.....

.....

.....

.....

2

.....

.....

.....

.....

.....

.....

3

.....

.....

.....

.....

.....

.....

[6]

BLANK PAGE

PLEASE DO NOT WRITE ON THIS PAGE

BLANK PAGE

PLEASE DO NOT WRITE ON THIS PAGE

BLANK PAGE

PLEASE DO NOT WRITE ON THIS PAGE

BLANK PAGE**PLEASE DO NOT WRITE ON THIS PAGE**

OCR

Oxford Cambridge and RSA

Copyright Information

OCR is committed to seeking permission to reproduce all third-party content that it uses in its assessment materials. OCR has attempted to identify and contact all copyright holders whose work is used in this paper. To avoid the issue of disclosure of answer-related information to candidates, all copyright acknowledgements are reproduced in the OCR Copyright Acknowledgements Booklet. This is produced for each series of examinations and is freely available to download from our public website (www.ocr.org.uk) after the live examination series.

If OCR has unwittingly failed to correctly acknowledge or clear any third-party content in this assessment material, OCR will be happy to correct its mistake at the earliest possible opportunity.

For queries or further information please contact the Copyright Team, First Floor, 9 Hills Road, Cambridge CB2 1GE.

OCR is part of the Cambridge Assessment Group; Cambridge Assessment is the brand name of University of Cambridge Local Examinations Syndicate (UCLES), which is itself a department of the University of Cambridge.