

OXFORD CAMBRIDGE AND RSA EXAMINATIONS

LEVEL 4 CERTIFICATE IN MANAGEMENT CONSULTING **10331**

UNIT 5 BUSINESS ENVIRONMENT, STRUCTURE AND GOVERNANCE

MONDAY 11 JUNE 2018

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

6	1	8	1	0	3	3	1
---	---	---	---	---	---	---	---

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.

FOR EXAMINERS' USE ONLY			
1		7	
2		8	
3		9	
4		10	
5		11	
6		12	
TOTAL =			

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

Answer **all** questions.

- 1 Describe the role of the research and development function within a business.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

[3]

2 Explain **three** ways in which the actions of central government may affect a business.

1

.....

.....

.....

.....

.....

.....

2

.....

.....

.....

.....

.....

.....

3

.....

.....

.....

.....

.....

.....

[6]

3 In the context of organisational structure, state what is meant by the term 'delegation'.

.....

.....

.....

[1]

- 4 A management consultant has been hired by a mental health charity to advise how it can reduce its expenses. The charity runs support groups and organises day trips for young people with mental health issues.

Explain factors relating to energy consumption which the management consultant should take into account when advising the charity.

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

[8]

5 In the context of macro-economics, state what is meant by the term 'inflation'.

.....
.....
..... [1]

6 The Forestry Commission, a non-governmental organisation responsible for the publicly-owned woodlands and forests in England and Scotland, has many stakeholders.

Explain **two** objectives that the general public are likely to have regarding the Forestry Commission.

1

.....
.....
.....
.....
.....
.....
.....
.....
.....

2

.....
.....
.....
.....
.....
.....
.....
.....

[4]

7 Identify **two** ways in which a firm's reputation may affect its competitive behaviour.

1

.....
.....
.....

2

.....
.....
.....

[2]

9 Explain **one** way in which contractual relationships may affect how a business deals with stakeholder conflict.

.....
.....
.....
.....
.....
.....
.....

[2]

10 Explain how each of the following factors might shape the culture of an organisation:

historic norms and expectations.....

.....
.....
.....
.....
.....

the implementation of a new control system to monitor employee activity.....

.....
.....
.....
.....
.....

[4]

11 Name the Act which regulates the behaviour of all incorporated businesses.

.....
.....

[1]

- 12** HDM Savings Bank plc fully complies with recommendations for best practice in corporate governance.

Explain whether freeing up of the Board of Directors' time is the main benefit to HDM Savings Bank plc of corporate governance.

[10]

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

END OF QUESTION PAPER

BLANK PAGE

PLEASE DO NOT WRITE ON THIS PAGE

BLANK PAGE

PLEASE DO NOT WRITE ON THIS PAGE



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.