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NEW ZEALAND QUALIFICATIONS AUTHORITY
MANA TOHU MĀTAURANGA O AOTEAROA

QUALIFY FOR THE FUTURE WORLD
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SUPERVISOR'S USE ONLY

Level 3 Business Studies, 2015

91381 Apply business knowledge to address a complex problem(s) in a given global business context

2.00 p.m. Tuesday 24 November 2015
Credits: Four

| Achievement | Achievement with Merit | Achievement with Excellence |
|--|---|--|
| Apply business knowledge to address a complex problem(s) in a given global business context. | Apply in-depth business knowledge to address a complex problem(s) in a given global business context. | Apply comprehensive business knowledge to address a complex problem(s) in a given global business context. |

Check that the National Student Number (NSN) on your admission slip is the same as the number at the top of this page.

You should attempt ALL the questions in this booklet.

Pull out Resource Booklet 91381R from the centre of this booklet.

Refer to relevant business knowledge and/or Māori business concepts in your answers.

If you need more room for any answer, use the extra space provided at the back of this booklet.

Check that this booklet has pages 2–12 in the correct order and that none of these pages is blank.

YOU MUST HAND THIS BOOKLET TO THE SUPERVISOR AT THE END OF THE EXAMINATION.

TOTAL

ASSESSOR'S USE ONLY

- (b) Suggest TWO possible solutions (other than returning the call centre to New Zealand) that the senior managers at *Weka TV* could employ to solve the problems presented by the decision to outsource the call centre.

(1) _____

(2) _____

- (c) Evaluate how the TWO possible solutions you named in (b) would address the problems presented by the outsourcing of the call centre.

In your answer:

- fully explain ONE positive effect that each solution would have on the business
- state the solution you recommend
- justify your recommendation by explaining why it is better than the other solution.
