

90843



NEW ZEALAND QUALIFICATIONS AUTHORITY
MANA TOHU MĀTAURANGA O AOTEAROA

QUALIFY FOR THE FUTURE WORLD
KIA NOHO TAKATŪ KI TŌ ĀMUA AO!

2

SUPERVISOR'S USE ONLY

Tick this box if
there is no writing
in this booklet

Level 2 Business Studies 2020

90843 Demonstrate understanding of the internal operations of a large business

9.30 a.m. Friday 4 December 2020
Credits: Four

Achievement	Achievement with Merit	Achievement with Excellence
Demonstrate understanding of the internal operations of a large business.	Demonstrate in-depth understanding of the internal operations of a large business.	Demonstrate comprehensive understanding of the internal operations of a large business.

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 parts of the task in this booklet.

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

TASK

This task has four parts, (a) to (d). Use the background information below, the supplementary information in the other boxes, and your business knowledge to complete this task. You may integrate any relevant Māori business concepts into your answer.

You should read the resource information in ALL of the boxes before beginning the task.

Swim 4 Skills School (S4SS) is a 'learn to swim' organisation with four branches across the wider Dunedin area. Their pūtake is to provide primary-aged children with opportunities to learn water-safety skills within a caring and nurturing learning environment. They do this by going into primary schools in terms 1 and 4, and using the school pool for lessons with small groups of students. They operate during school hours only.

S4SS has an office in the centre of Dunedin, where full-time staff manage the operations of the business. Each branch has a part-time manager, whose main role is to manage the swim instructors who work in the schools within their branch's region. Recruitment of the swim instructors is outsourced to a recruitment agency, although each branch manager can make the final decision on who is hired.

With limited time and space available for the lessons, pressure is on the branch managers to maximise capacity by ensuring all swim classes are full.

**This page has been deliberately left blank.
The examination continues on the following page.**

S4SS has inexperienced, but qualified, swim safety instructors, who are juggling busy schedules as they balance working at S4SS and continuing their education at university.

A key role for the branch managers is to ensure that their swimming instructors are fully trained and certified, and that they carry out their job in line with their job descriptions. Another key role is to follow the complaints policy and procedures when there is an issue with one of their staff.

You may choose EITHER S4SS OR a large business (more than 20 employees and/or with a national or regional significance) that you have studied in depth.

- (b) Discuss the most appropriate leadership style that managers should adopt when dealing with inexperienced employees.

In your answer:

- explain a leadership style that a manager could adopt with inexperienced employees
- fully explain ONE advantage and ONE disadvantage of your suggested leadership style regarding the performance of the employees
- justify, with TWO reasons, whether your suggested leadership style is the most appropriate for dealing with inexperienced employees in the business context.

Some parents cannot afford private swimming lessons, and local organisations sponsor nearby schools to allow these children to participate in the swim safety programme. This example of corporate social responsibility is practised by many local businesses.

For part (c), you must use a large business (more than 20 employees, and/or having a national or regional significance) that you have studied in depth.

Name of large business:	
Goods and/or services provided:	

(c) Fully explain the benefits the business may gain from practising corporate social responsibility within its community.

In your answer:

- using an example from your chosen business, explain the term 'corporate social responsibility'
- fully explain TWO benefits that the business may gain from practising corporate social responsibility within its community.

Extra space if required.
Write the question number(s) if applicable.

ASSESSOR'S
USE ONLY

QUESTION
NUMBER

90843
