

90843



NEW ZEALAND QUALIFICATIONS AUTHORITY  
MANA TOHU MĀTAURANGA O AOTEAROA

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2

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Tick this box if you  
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## Level 2 Business Studies 2021

### 90843 Demonstrate understanding of the internal operations of a large business

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 2–11 in the correct order and that none of these pages is blank.

Do not write in any cross-hatched area (///). This area may be cut off when the booklet is marked.

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

**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.

*Nuku Cycles* is an iwi-owned bicycle manufacturing company based in Taupo that assembles and sells a range of e-bikes to a number of bicycle retailers around the country.

There has been an increase in demand for *Nuku Cycles*' commuter e-bikes (which run on rechargeable batteries), and there is often a waiting list to purchase them. Bicycle stores have recently experienced problems importing stock from overseas brands.

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

- (a) (i) Referring to an example, why do employees use a policy or procedure when selling goods or services?

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- (ii) How might the business be impacted if it does not have policies and procedures in place when selling goods or services?

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