

OXFORD CAMBRIDGE AND RSA EXAMINATIONS

LEVEL 4 CERTIFICATE IN MANAGEMENT CONSULTING **10331**

UNIT 5 BUSINESS ENVIRONMENT, STRUCTURE AND GOVERNANCE

MONDAY 18 JANUARY 2016

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

1	1	6	1	0	3	3	1
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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**

Ofqual Qualification Reference Number: M/602/5067

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This document consists of 12 pages. Any blank pages are indicated.

1 Define the term 'internal stakeholder'.

[2]

2 Identify **two** likely objectives of each of the following stakeholder groups:

- shareholders

1

2

[2]

- creditors

1

2

[2]

- trade unions.

1 _____

2 _____

[2]

3 What is meant by the term 'distributed management'?

[1]

4 Outline **one** difference between the formal and informal organisation of a business.

[2]

6 Describe **three** roles of the human resources function of an organisation.

1 _____

_____ [2]

2 _____

_____ [2]

3 _____

_____ [2]

7 Identify **two** benefits to a business of communicating with its customers by email rather than by post.

1 _____

_____ [1]

2 _____

_____ [1]

8 Identify **one** likely impact on a business of its major competitor exiting the market.

_____ [1]

9 A management consultant has been hired by a company to advise on its relocation.

Explain factors relating to traffic congestion which the management consultant should take into account when advising the company on a suitable location.

10 In the context of competitive behaviour, state the meaning and purpose of 'differentiation'.

[2]

11 During a committee meeting minutes are normally taken.

Explain the purpose of producing minutes.

[2]

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