

Assessment Schedule – 2020

Business Studies: Apply business knowledge to an operational problem(s) in a given small business context (90839)

Assessment Criteria

Describing states **what** the answer is to the question asked. Defines (states the meaning of), identifies (gives an account of the qualities or characteristics), outlines (states what the answer is).

Explaining states **what** the answer is to the question asked, then expands by giving the reason(s) **why** the “what” occurs, or links ideas to provide a coherent rationale.

Fully explaining develops the explanation with further expansion of **how** the situation/action could impact on potential business or stakeholder goals, or a particular outcome. This will generally relate to effects, advantages, disadvantages, and/or consequences.

Note: Each answer should be read as a whole before awarding a grade.

Evidence

Q1	Sample Evidence
(a)	<p><i>Bella's Bakelicious</i> could have contacted referees before employing Charlie, as Bella decided to hire him on the spot (Identified).</p> <p><i>Bella's Bakelicious</i> could have provided a full induction to Charlie when he first joined the business (Identified).</p> <p>Prospective new employees should be reference-checked before being hired. This could include phoning past employers (Described). Reference-checking Charlie would have confirmed (or otherwise) for Bella that he had the necessary skills to create the celebration cakes required by customers/calling referees would give Bella first-hand information regarding Charlie's skill level (Explained).</p> <p>The job interview could have had a practical component, with Charlie being asked to prepare a celebration cake (Described). This would have more reliably determined whether Charlie and/or any other interview candidate was capable of meeting the required standards at <i>Bella's Bakelicious</i>. This, in turn, would help to ensure that the overall profitability of the business is maintained (Fully explained).</p>
(b)	<p>One solution would be for Charlie to be given a thorough induction/training by Bella. He needs to be removed from all duties until he has reached the standard of work expected from someone in his position. Bella also needs to spend time with Charlie, talking to him about his job description and her expectations of him (Described).</p> <p><i>Advantages of this solution</i></p> <p>A thorough induction/training for Charlie should provide him with the knowledge and skills required to do the job correctly (Described). This would reduce the time and cost of having to recruit another new employee. It would ensure that Charlie's performance improves to meet the quality standards required by <i>Bella's Bakelicious</i> and its customers. It would also mean that expensive equipment will be used correctly, and not damaged, resulting in fewer production delays and unnecessary costs (Explained). In the medium term, overall costs for <i>Bella's Bakelicious</i> could be expected to decrease, which would help to increase profits for <i>Bella's Bakelicious</i>. The business could then work on regaining some of its lost customers by being able to confidently reassure them about the quality of the goods that <i>Bella's Bakelicious</i> will now be producing. This should lead to an increase in sales, total revenue, and overall profit for the business (Fully explained).</p> <p>Charlie would not need to go through disciplinary actions with Bella (Described). Charlie was not meeting the requirements of his job description, so <i>Bella's Bakelicious</i> would have been entitled to start disciplinary procedures. This could have a negative effect on Charlie's motivation, output, and standard of work, and on the work environment at the cafe (Explained). It can sometimes be difficult to provide clear evidence of employees' poor work, which makes it very</p>

challenging for management to be able to enforce change and, in the worst case scenario, dismiss an employee. Therefore, it is often more cost-effective to provide the necessary training (Fully explained).

Evidence

Achievement	Achievement with Merit	Achievement with Excellence
<ul style="list-style-type: none"> Identifies TWO recruitment steps that Bella could have implemented. Describes how ONE recruitment step could contribute to getting the right person. Identifies ONE solution for resolving the current employment issue with Charlie. Describes TWO advantages of the solution identified. <p>AND</p> <p>States relevant information from the resource.</p> <p>(Answers will typically state relevant business knowledge, and/or Māori business concepts.)</p>	<ul style="list-style-type: none"> Explains how ONE recruitment step could contribute to getting the right person. Explains TWO advantages of the solution identified. Describes ONE long-term solution. <p>AND</p> <p>Includes relevant information from the resource.</p> <p>(Answers will typically include relevant business knowledge, and/or Māori business concepts.)</p>	<ul style="list-style-type: none"> Fully explains how ONE recruitment step could contribute to getting the right person. Fully explains TWO advantages of the solution identified. <p>AND</p> <p>Integrates relevant information from the resource.</p> <p>(Answers will typically integrate relevant business knowledge, and/or Māori business concepts into explanations.)</p>

N1	N2	A3	A4	M5	M6	E7	E8
Very little Achievement evidence.	Some Achievement evidence, partial explanations.	Most Achievement evidence.	Nearly all Achievement evidence.	Some Merit evidence.	Most Merit evidence.	Excellence evidence. One part may be weaker. (a) OR (b) fully explained. The other part is explained.	All points covered. (a) AND (b) fully explained. One part may be weaker.
N0 = No response; no relevant evidence.							

Q2	Sample answers / Evidence
(a)(i)	<p>One possible factor contributing to the workplace accident was that the casual employee was getting tired from working long hours (Described). This is because the casual staff have to work long hours during the busy summer season to keep up with demand (Explained). This could have led to the casual employee making a mistake and forgetting to remove her ring before using the machine, causing an injury to her (Fully explained).</p> <p>Another possible factor is that <i>Bella's Bakelicious</i> did not have a sign up to remind staff to remove rings prior to using the machine (Described).</p>
(ii)	<p>One negative consequence of the workplace accident is that the business will now be one staff member short (Described). This is because while the staff member's arm is healing they will be absent from the workplace (Explained). This will lead to an increased workload for the remaining staff members, as they will have to cover for the casual staff member (Fully explained).</p> <p>Another negative consequence of the workplace accident is that the business can be fined if Bella has not taken all steps to provide a safe working environment (Described), because this is an offence under health and safety laws (Explained). This means that expenses would increase and profits would decrease for <i>Bella's Bakelicious</i>, which would affect the ability of the business to continue operating into the future (Fully explained).</p> <p>A further negative consequence of the workplace accident is that the business may have difficulty recruiting new staff (Described). This is because the business may be perceived as an unsafe place to work (Explained), and therefore potential new staff might prefer to work for competitors. This difficulty would cause recruitment expenses to rise for <i>Bella's Bakelicious</i>, and the business may not be able to fulfil all orders if it is sometimes understaffed (Fully explained), meaning that sales and profits could fall.</p>
(b)	<p>One possible solution for <i>Bella's Bakelicious</i> would be to employ another casual employee for the summer season, in order to reduce the number of hours that each casual employee has to work (Described).</p> <p>One advantage of this solution is that the additional casual worker could start straight away (Described). This is because they would only be required over the busy summer season, which makes it more likely that a suitable person could be recruited quickly (Explained). This means that the long hours can be shared among four casuals rather than three, which would reduce tiredness and the likelihood of mistakes happening due to fatigue (Fully explained).</p> <p>Another possible solution would be for <i>Bella's Bakelicious</i> to put signs up to remind workers to remove rings prior to using equipment (Described). This would ensure that objects such as rings do not get caught in the cookie dough hook (Explained). This means that Bella would have shown that she has taken steps to provide a safe working environment and should not have the risk of being fined in the future (Fully explained).</p>

Evidence

Achievement	Achievement with Merit	Achievement with Excellence
<p>Describes:</p> <ul style="list-style-type: none"> • ONE possible reason for the workplace accident • ONE negative consequence of the workplace accident for <i>Bella's Bakelicious</i> • a solution to prevent a similar workplace incident • how this solution would prevent a similar incident happening in the future. <p>AND</p> <p>States relevant information from the resource.</p> <p>(Answers will typically state relevant business knowledge, and / or Māori business concepts.)</p>	<p>Explains:</p> <ul style="list-style-type: none"> • ONE possible reason for the workplace accident • ONE negative consequence of the workplace accident for <i>Bella's Bakelicious</i> • how the solution offered would prevent a similar incident happening in the future. <p>AND</p> <p>Includes relevant information from the resource to support explanations.</p> <p>(Answers will typically include relevant business knowledge, and / or Māori business concepts.)</p>	<p>Fully explains:</p> <ul style="list-style-type: none"> • ONE possible reason for the workplace accident • ONE negative consequence of the workplace accident for <i>Bella's Bakelicious</i> • how the solution offered would prevent a similar incident happening in the future. <p>AND</p> <p>Integrates relevant information from the resource to fully support explanations.</p> <p>(Answers will typically integrate relevant business knowledge, and / or Māori business concepts, into explanations.)</p>

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Q3	Sample answers / Evidence
(a)	Cash flow is the total amount of money coming into and out of a business, representing the operating activities of the business (Described).
(b)	<p>One impact of increased wage costs on <i>Bella's Bakelicious</i> is that the business may have slower payers among their corporate business customers (Described). This is because those customers may be struggling to cover their own increased wage costs, as well as their bills (Explained). This means that <i>Bella's Bakelicious</i> may struggle to pay its expenses when they fall due (Fully explained).</p> <p>Another impact of increased wage costs on <i>Bella's Bakelicious</i> is that the business may not be able to pay its other expenses (Described). This is because increased wage costs may mean slow payers delaying their payments to <i>Bella's Bakelicious</i>, and so there may not be enough cash to pay other expenses (Explained).</p>
(c)	<p><i>Possible action</i></p> <p>One action to reduce the impact would be for <i>Bella's Bakelicious</i> to develop a cash flow forecast (Described).</p> <p>One advantage of this is that Bella could then calculate / see when she needs money to pay for day-to-day expenses, i.e. buying supplies, paying wages and bills, etc. (Explained).</p> <p>This means that there would be less risk of the business becoming insolvent / running out of cash, as Bella would be monitoring cash inflows and outflows, and would be able to make some adjustments to prevent insolvency (Fully explained).</p> <p><i>Other actions</i></p> <p><i>Bella's Bakelicious</i> could make contact with its suppliers and attempt to get better credit terms (Described).</p>

Evidence

Achievement	Achievement with Merit	Achievement with Excellence
<p>Describes:</p> <ul style="list-style-type: none"> the business term 'cash flow' ONE impact of increased wage costs ONE appropriate action the advantage of this action how this action would reduce cash flow problems in the future. <p>AND</p> <p>States relevant information from the resource.</p> <p>(Answers will typically state relevant business knowledge, and/or Māori business concepts.)</p>	<p>Explains:</p> <ul style="list-style-type: none"> ONE impact of increased wage costs the advantage of this action how this action would reduce cash flow problems in the future. <p>AND</p> <p>Includes relevant information from the resource to support explanations.</p> <p>(Answers will typically include relevant business knowledge, and/or Māori business concepts.)</p>	<p>Fully explains:</p> <ul style="list-style-type: none"> ONE impact of increased wage costs how this action would reduce cash flow problems in the future. <p>AND</p> <p>Integrates relevant information from the resource to fully support explanations.</p> <p>(Answers will typically integrate relevant business knowledge, and/or Māori business concepts into explanations.)</p>

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Cut Scores

Not Achieved	Achievement	Achievement with Merit	Achievement with Excellence
0 – 7	8 – 13	14 – 18	19 – 24