

Assessment Schedule – 2018

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

Q 1	Sample answers / Evidence
(a)	<p>The term ‘recruitment’ refers to a process that leads to the hiring of people for job positions (Defined).</p> <p>A recruitment procedure that a business should follow would be to conduct a job analysis (Described).</p> <p>This procedure contributes to recruiting the right person, as the business would work out what activities need to be performed or when they need to be carried out (Described). Job analysis would then be used to develop a job description, from which the most suitable applicants (i.e. the right skills) for the position could be identified (Explained). This means that <i>J’s Donut Truck’s</i> shortlisting process would be quicker, as the best applicants could be readily identified, which would save the business time and money (Fully explained).</p> <p>A recruitment procedure that a business should follow would be to interview candidates (Described).</p> <p>This procedure contributes to recruiting the right person, as the business would be speaking to potential employees before they offered them a position (Described). This is because the interviewer could ask candidates questions to see whether they have suitable skills or personality for the position (Explained). This means that <i>J’s Donut Truck</i> would be able to select a candidate who has the right skills/personality for the business, and so the new employees should make fewer mistakes/fit in with existing staff and would be more productive, thus earning the business greater profits (Fully explained).</p>
(b)	<p>Joanne (the owner) has utilised the concept of tikanga in her decision to employ Jamie-Lee. This is because Joanne has applied the concept that you employ people you know, which acts like a social link to improve overall outcomes for New Zealanders via the operation of the food truck (Described). This was shown in the action that Joanne took in employing someone who is connected to her (her niece, Jamie-Lee), rather than someone who has more experience / expertise (Explained).</p> <p>One impact of utilising tikanga as the only recruitment process is that if Jamie-Lee does not have the qualifications/ experience for the position, then customer orders may not be processed properly (Described). This is because Jamie-Lee may not have enough knowledge to complete the order, and therefore she may have to be supported by other employees to ensure that the work gets completed or done properly (Explained). This means that the business could have reduced profits, due to lower productivity (Fully explained).</p> <p>One solution that Joanne could implement to minimise the impact is for Joanne to mentor Jamie-Lee (Described). This is so that Joanne can ensure that should Jamie Lee have difficulty in completing a task, she can help her immediately (Explained). This means that the impact from Jamie Lee not being able to process</p>

	<p>the orders in a timely fashion would be minimised, as Jessica would know that Jamie-Lee could get help when she needed it, and that she would not have to leave her own job/task (Fully explained).</p> <p>Other solutions:</p> <ul style="list-style-type: none"> • Formal training/study/apprenticeship.
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Achievement	Achievement with Merit	Achievement with Excellence
<ul style="list-style-type: none"> • Defines the term 'recruitment'. • States TWO recruitment procedures <i>J's Donut Truck</i> should follow. • Describes how EACH procedure contributes to recruiting the right person. • Describes how the principle of tikanga is implemented in <i>J's Donut Truck's</i> recruitment process. • Describes an impact of utilising tikanga as the only recruitment process of the business. • Describes one solution that would minimise this impact. <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"> • TWO recruitment procedures that <i>J's Donut Truck</i> should implement to recruit the right person • how the principle of tikanga is implemented in <i>J's Donut Truck's</i> recruitment process • ONE impact of utilising tikanga as the only recruitment process for the business • ONE solution that would minimise this impact. <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"> • TWO recruitment procedures that <i>J's Donut Truck</i> should implement to recruit the right person • ONE impact of utilising tikanga as the only recruitment process for the business • ONE solution that would minimise this impact. <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>

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.							

Q 2	Sample answers/Evidence
(a)	<p>A negative consequence for <i>J's Donut Truck's</i> profits, if the conflict between Jamie-Lee and Jessica continues, is that sales revenue would decrease, leading to a fall in profits (Described). This is because if the conflict is happening in front of customers, they would likely choose not to purchase donuts from that outlet again, as they may feel uncomfortable/intimidated about the situation (Explained). The decrease in revenue could mean that <i>J's Donut Truck</i> may not be able to pay bills/expenses as they fall due, which would mean that its business reputation would suffer and obtaining credit could become more difficult (Fully explained).</p> <p>A negative impact on <i>J's Donut Truck's</i> profits could be caused by a fall in production (quantity of donuts produced), which would lead to reduced revenue and profits (Described). This is because Jamie-Lee or Jessica may not come to work, due to the negative atmosphere, which would lead to a decrease in production (Explained). This loss of productivity would mean that the business may not be able to fulfil some customer orders, and therefore customers may choose not to buy from the business in the future, which would decrease revenue further (Fully explained).</p>
(b)	<p>One solution that Joanne could implement to resolve the conflict is to arrange a meeting with Jamie-Lee and Jessica after hours, to work through the issue (Identified).</p> <p>One advantage of this solution is that each employee (Jamie-Lee and Jessica) would have the opportunity to talk about the problem with Joanne (Described). This is because the meeting will be conducted within a safe environment, and Joanne would be prepared to listen to both sides (Explained). This means that both Jessica and Jamie-Lee would be able to speak openly and honestly, confident that they would be heard by both Joanne and the other employee, and that Joanne would be willing to support both employees (Fully explained).</p> <p>One solution that Joanne could implement to resolve the conflict is to speak to Jamie-Lee and Jessica separately (Identified).</p> <p>One advantage of this solution is that each employee would be able to speak about the situation without being interrupted (Described). This is because Jamie-Lee and Jessica could be honest with Joanne, and then Joanne would be able to determine a solution to resolve the conflict after listening to both employees (Explained). This means that the decision is made in an impartial way by the business owner (Joanne), and then if the employees wished to remain at that workplace, they would be expected to abide by Joanne's decision (Fully explained).</p> <p>Note: Other solutions could include a roster system, regular meeting times, or team-building activities.</p> <p>In the future, Joanne should implement an open door policy (Described). This means that the employees could talk to Joanne earlier on and feel safe that they would be heard in a professional manner (Explained). This should help to resolve workplace conflicts more quickly, which would then have less impact on the profit of the business in the future (Fully explained).</p> <p>Note: Another solution could include performance appraisals.</p>

Achievement		Achievement with Merit			Achievement with Excellence		
<ul style="list-style-type: none"> Describes TWO impacts on profits if Joanne continues to ignore the conflict. Identifies TWO solutions to resolve the conflict. Describes ONE advantage of EACH solution. Describes how Joanne could manage the situation in the future. States relevant information from the resource. <p>(Answers will typically state relevant business knowledge, and/or Māori business concepts.)</p>		<p>Explains:</p> <ul style="list-style-type: none"> TWO impacts on profits if Joanne continues to ignore the conflict ONE advantage of EACH solution how Joanne could manage the situation 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"> TWO impacts on profits if Joanne continues to ignore the conflict ONE advantage of EACH solution how Joanne could manage the situation 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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Q 3	Sample answers / Evidence
(a)	<p>One impact of the negative publicity on <i>J's Donut Truck</i> is that sales could decrease (Identified). This is because consumers would sympathise with the restaurants, and would therefore visit them instead if they were price competitive (Explained). This means that <i>J's Donut Truck's</i> sales and income would fall, meaning that Joanne might not be able to pay bills as they fall due (Fully explained).</p> <p>One impact of the negative publicity on <i>J's Donut Truck</i> is that families will be scared to go to the waterfront area in case there is a clash between food vendors (Described). This means that the demand for food vendors in this area will decrease (Explained). This would mean that the council may no longer provide the area for the night market, and then <i>J's Donut Truck</i> would miss out on the opportunity to sell its products at a lower cost due to the low rent (Fully explained).</p>
(b)	<p>One impact on <i>J's Donut Truck</i> is it may not have sufficient cash flow to pay cash for purchases (Described). This will affect the business because Joanne would have to reduce spending in other areas, such as marketing (Explained). This means that fewer potential customers will know about <i>J's Donut Truck</i>, or even where <i>J's Donut Truck</i> is located at a particular time, which means that demand for its donuts would decrease, and this would have a negative effect on sales and profit (Fully explained).</p> <p>One impact on <i>J's Donut Truck</i> is that Joanne may need to arrange an overdraft in order to pay cash for purchases (Described). This is so that Joanne can make cash payments to suppliers. This would involve set-up fees and interest charges, which would be an added cost to the business (Explained). These additional expenses mean that Joanne may have to reduce other expenses like wages. This may result in loss of staff, and reduced production and sales of donuts, leading to a fall in profits (Fully explained).</p> <p>One solution to reduce the impact would be for the business to develop a cash flow forecast (Described). This is because the business could then calculate / see when it needs money to pay for its day-to-day expenses, i.e. buying supplies, paying wages and bills, etc (Explained). This means that there would be less risk of the business becoming insolvent / running out of cash, as Joanne would be monitoring cash inflows and outflows, and would be able to make some adjustments to prevent insolvency (Fully explained).</p> <p>Note: Another solution could be for Joanne to make contact with her suppliers and attempt to get credit terms reinstated.</p>

Achievement			Achievement with Merit			Achievement with Excellence	
<p>Describes:</p> <ul style="list-style-type: none">• TWO impacts on <i>J's Donut Truck</i> as a result of negative publicity• ONE impact on <i>J's Donut Truck's</i> cash flow• ONE solution that Joanne could implement to reduce these impacts. <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">• TWO impacts on <i>J's Donut Truck</i> as a result of negative publicity• ONE impact on <i>J's Donut Truck's</i> cash flow• ONE solution that Joanne could implement to reduce these impacts. <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">• TWO impacts on <i>J's Donut Truck</i> as a result of negative publicity• ONE impact on <i>J's Donut Truck's</i> cash flow• ONE solution that Joanne could implement to reduce these impacts. <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 - 12	13 - 18	19 – 24