

Assessment Schedule – 2023**Business Studies: Apply business knowledge to an operational problem(s) in a given small business context (90839)****Assessment Criteria**

Achievement	Achievement with Merit	Achievement with Excellence
<p><i>Applying knowledge</i> involves:</p> <ul style="list-style-type: none"> describing the problem using business knowledge to identify a range of possible solutions using relevant evidence. <p><i>Describing</i> states what the answer is to the question asked. It defines (states the meaning of), identifies (gives an account of the qualities or characteristics), and outlines (states what the answer is).</p>	<p><i>Applying detailed knowledge</i> involves:</p> <ul style="list-style-type: none"> explaining the causes of the problem applying relevant business knowledge to explore how relevant solutions would address the problem including detailed and relevant evidence to support the discussion / explanation. <p><i>Explaining</i> 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.</p>	<p><i>Applying comprehensive knowledge</i> involves:</p> <ul style="list-style-type: none"> a thorough explanation of the problem applying business knowledge to generate relevant solutions, with an awareness of impact recommending and justifying the best solution to the problem integrating detailed and relevant evidence to support explanations. <p><i>Fully explaining</i> 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.</p>

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

Question One: Skills shortage

Evidence

Achievement	Achievement with Merit	Achievement with Excellence
<ul style="list-style-type: none"> Defines the term 'skills shortage'. Describes a potential impact for <i>Kāinga Māhaki</i> if the skills shortage continues. Describes ONE short-term solution. Describes ONE advantage of this solution for <i>Kāinga Māhaki</i>. Describes ONE long-term solution that Milan could implement to avoid future skills shortages in his business. <p>AND</p> <p>States relevant information from the resource.</p> <p>(Answers will typically state relevant information from the resources.)</p>	<p>Explains:</p> <ul style="list-style-type: none"> a potential impact for <i>Kāinga Māhaki</i> if the skills shortage continues ONE advantage of the short-term solution for <i>Kāinga Māhaki</i> ONE long-term solution that Milan could implement to avoid future skills shortages in his business. <p>AND</p> <p>Includes relevant information from the resource to support explanations.</p> <p>(Answers will typically include relevant information from the resources.)</p>	<p>Fully explains:</p> <ul style="list-style-type: none"> a potential impact for <i>Kāinga Māhaki</i> if the skills shortage continues ONE long-term solution that Milan could implement to avoid future skills shortages in his business. <p>AND</p> <p>Integrates relevant information from the resource to fully support explanations.</p> <p>(Answers will typically integrate relevant information from the resources.)</p>

N1	N2	A3	A4	M5	M6	E7	E8
Very little Achievement evidence.	Some Achievement evidence.	Most Achievement evidence.	Nearly all Achievement evidence.	Some Merit evidence.	Most Merit evidence.	Some Excellence evidence.	Most Excellence evidence.
N0 = No response; no relevant evidence.							

Q1	Sample Evidence
(a)	<p><i>Define 'skills shortage' and explain, using an example, a potential impact on Kāinga Māhaki if the skills shortage continues</i></p> <p>A skills shortage is a situation where there are not enough people with a particular skill to meet the demands of the industry (Defined).</p> <p>One potential impact of the skills shortage on <i>Kāinga Māhaki</i> is that Milan may not be able to secure an experienced/qualified tradesperson, such as a plumber or electrician, to help get his tiny home orders completed on time (Described). This means he may not be able to keep up with customer orders/time frames for each home (Explained). This could lead to customers going to a competitor instead. The decrease in sales would lead to lower profits (Explained). (Note: Award Merit if an example of consequence is provided).</p>
(b)	<p><i>Discuss solutions that Milan could use to resolve the issue of a skills shortage in his business</i></p> <p>One short-term solution would be for Milan to employ his own tradie by offering a higher salary/wages or better fringe benefits (e.g. use of a vehicle) to a fully qualified plumber or electrician currently working in the same region with another business. This person would need to be interested in working for <i>Kāinga Māhaki</i> (Described).</p> <p>One advantage of this solution is that a qualified electrician or plumber would be able to switch from one employer to another quickly (Described). This is because the recruitment process could be shortened by approaching people in the industry directly, which would make it cost-effective (Described). More formal methods of recruitment can be time-consuming and expensive, and may still not provide a successful outcome, because of the skills shortage issue (Explained).</p> <p>One long-term solution would be for Milan to have an apprenticeship programme in his business (Described), for example in partnership with a local polytechnic. This is because the apprentice would be able to learn <i>Kāinga Māhaki</i>'s processes and procedures on the job, and would be able to step into the position once fully qualified (Explained). This would enable Milan to put a succession plan in place, thus removing the need for him to spend extra time and money on temporary/short-term solutions to the skills shortage issue (Explained).</p>

Question Two: Conflict in the workplace**Evidence**

Achievement	Achievement with Merit	Achievement with Excellence
<p>Describes:</p> <ul style="list-style-type: none"> the term ‘workplace conflict’ and provides an example TWO possible negative consequences for the business if the conflict between Milan and Anahera continues ONE appropriate short-term solution ONE advantage of this solution TWO long-term solutions that Milan and Anahera could implement to avoid conflict in the future. <p>AND</p> <p>States relevant information from the resource.</p> <p>(Answers will typically state relevant information from the resources.)</p>	<p>Explains:</p> <ul style="list-style-type: none"> TWO possible negative consequences for the business if the conflict between Milan and Anahera continues ONE advantage of this solution TWO long-term solutions that Milan and Anahera could implement to avoid conflict in the future. <p>AND</p> <p>Includes relevant information from the resource to support explanations.</p> <p>(Answers will typically include relevant information from the resources.)</p>	<p>Fully explains:</p> <ul style="list-style-type: none"> TWO possible negative consequences for the business if the conflict between Milan and Anahera continues TWO long-term solutions that Milan and Anahera could implement to avoid conflict in the future. <p>AND</p> <p>Integrates relevant information from the resource to fully support explanations.</p> <p>(Answers will typically integrate relevant information from the resources.)</p>

N1	N2	A3	A4	M5	M6	E7	E8
Very little Achievement evidence.	Some Achievement evidence.	Most Achievement evidence.	Nearly all Achievement evidence.	Some Merit evidence.	Most Merit evidence.	Some Excellence evidence.	Most Excellence evidence.
N0 = No response; no relevant evidence.							

Q2	Sample Evidence
(a)	<p><i>Describe the term 'workplace conflict' and provide an example of the conflict between Milan and Anahera</i></p> <p>Workplace conflict is a disagreement between individuals or groups that takes place in the working environment and is influenced by something occurring in the workplace.</p> <p>An example of the conflict between Milan and Anahera is their disagreement over where the business is heading, with Milan wanting more customer input into the design and Anahera disagreeing with this (Described).</p>
(b)	<p><i>Explain TWO possible negative consequences for the business if the conflict between Milan and Anahera continues</i></p> <p>A negative consequence for the business if the conflict between Milan and Anahera continues is that it could have a negative impact on staff morale (Described). The builders could feel uncomfortable and may not want to come to work (Explained), which could result in delayed completion of tiny homes (Explained).</p> <p>Also, the conflict between Milan and Anahera may cause them to lose their focus, which could affect their own output (Fully explained). This reduced performance could affect sales and ultimately profits. In addition, there might be difficulty in recruiting / attracting tradespeople to the team if the working atmosphere is unpleasant (Fully explained).</p> <p>Other consequences: stress and health issues for the staff; customers could also be affected by the negative environment; and the subsequent effect this has on production.</p>
(c)	<p><i>Discuss possible ways for Milan and Anahera to deal with their differences</i></p> <p>A short-term solution for Milan and Anahera to deal with this conflict would be for them to meet away from the business to discuss their problems. Another short-term solution might be to work or be rostered on at different times (Described).</p> <p>An advantage of the first short-term solution could be that it clears the air so that they can continue to get on with the work (Described), and as they are away from the business, it wouldn't be distracting (Explained).</p> <p>An advantage of the second short-term solution is that it would give them and the other staff some space (Described), so the environment may become a bit more positive (Explained).</p> <p>A long-term solution could be to get a consultant in who can explain the pros and cons of both Milan's and Anahera's plans and ideas for the business (Described). This would allow them to see the ideas from each other's viewpoint (Explained), which could lead to one of them changing their mind or to a compromise occurring (Fully explained).</p> <p>A second long-term solution would be for Milan to include Anahera in the initial meetings with clients (Described), as together they could guide clients to create their tiny homes with the early benefit of Anahera's expertise (Explained). However, this would only work if Milan and Anahera did not argue or disagree in front of clients – there would have to be a high degree of trust (Fully explained).</p>

Question Three: Negative publicity and kaitiakitanga**Evidence**

Achievement	Achievement with Merit	Achievement with Excellence
<ul style="list-style-type: none"> Defines 'negative publicity'. Describes how negative publicity could impact <i>Kāinga Māhaki</i> in the short term and long term. Uses the definition of kaitiakitanga to describe upcycling the waste from tiny home projects as an example of this. Describes how this example could be used to help <i>Kāinga Māhaki</i> compete with competitors. <p>AND</p> <p>States relevant information from the resource.</p> <p>(Answers will typically state relevant information from the resources.)</p>	<p>Explains:</p> <ul style="list-style-type: none"> how negative publicity could impact <i>Kāinga Māhaki</i> in the short term and long term using the definition of kaitiakitanga, how upcycling the waste from tiny home projects is an example of this how kaitiakitanga could be used to help <i>Kāinga Māhaki</i> compete with competitors. <p>AND</p> <p>Includes relevant information from the resource to support explanations.</p> <p>(Answers will typically include relevant information from the resources.)</p>	<p>Fully explains:</p> <ul style="list-style-type: none"> how negative publicity could impact <i>Kāinga Māhaki</i> in the short term and long term using the definition of kaitiakitanga, how upcycling the waste from tiny home projects is an example of this how kaitiakitanga could be used to help <i>Kāinga Māhaki</i> compete with competitors. <p>AND</p> <p>Integrates relevant information from the resource to fully support explanations.</p> <p>(Answers will typically integrate relevant information from the resources.)</p>

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N0 = No response; no relevant evidence.							

Q3	Sample Evidence
(a)	<p><i>Define 'Negative publicity'</i></p> <p>Negative publicity is when a business attracts bad publicity from an action performed or statement made. It is likely to harm the business' reputation and sales.</p> <p><i>Impact of negative publicity</i></p> <p>An impact of negative publicity on <i>Kāinga Māhaki</i> in the short term might be that consumers will choose not to have their tiny home projects built by <i>Kāinga Māhaki</i> (Described). In the long term this could lead to reduced revenue and profits for <i>Kāinga Māhaki</i>, and ultimately the business may cease to be viable (Explained).</p>
(b)	<p><i>Discuss how kaitiakitanga could guide Milan in an approach to managing waste materials</i></p> <p>Upcycling the waste from each tiny home project is an example of kaitiakitanga, as it ensures the guardianship of natural land resources (Described). This is because the waste products are not going into landfills (Explained). This means that the waste products are being used again to help others, rather than polluting the environment, and although it costs Milan more in transporting these, he is putting sustainability above profit (Fully explained).</p> <p>The practice of kaitiakitanga at <i>Kāinga Māhaki</i> would help it to compete, as it would give the business a unique selling point (USP) with its tiny home projects in comparison to its competitors (Described). <i>Kāinga Māhaki</i> would be seen as a business that cares about the environment and the community, rather than profit only. This would enhance the sustainability side of the business and its reputation in the market (Explained). <i>Kāinga Māhaki</i> would attract more customers who are increasingly concerned about where and how services are delivered to them. This would increase sales revenue, and hence profit (Fully explained).</p>

Cut Scores

Not Achieved	Achievement	Achievement with Merit	Achievement with Excellence
0 – 8	9 – 13	14 – 19	20 – 24