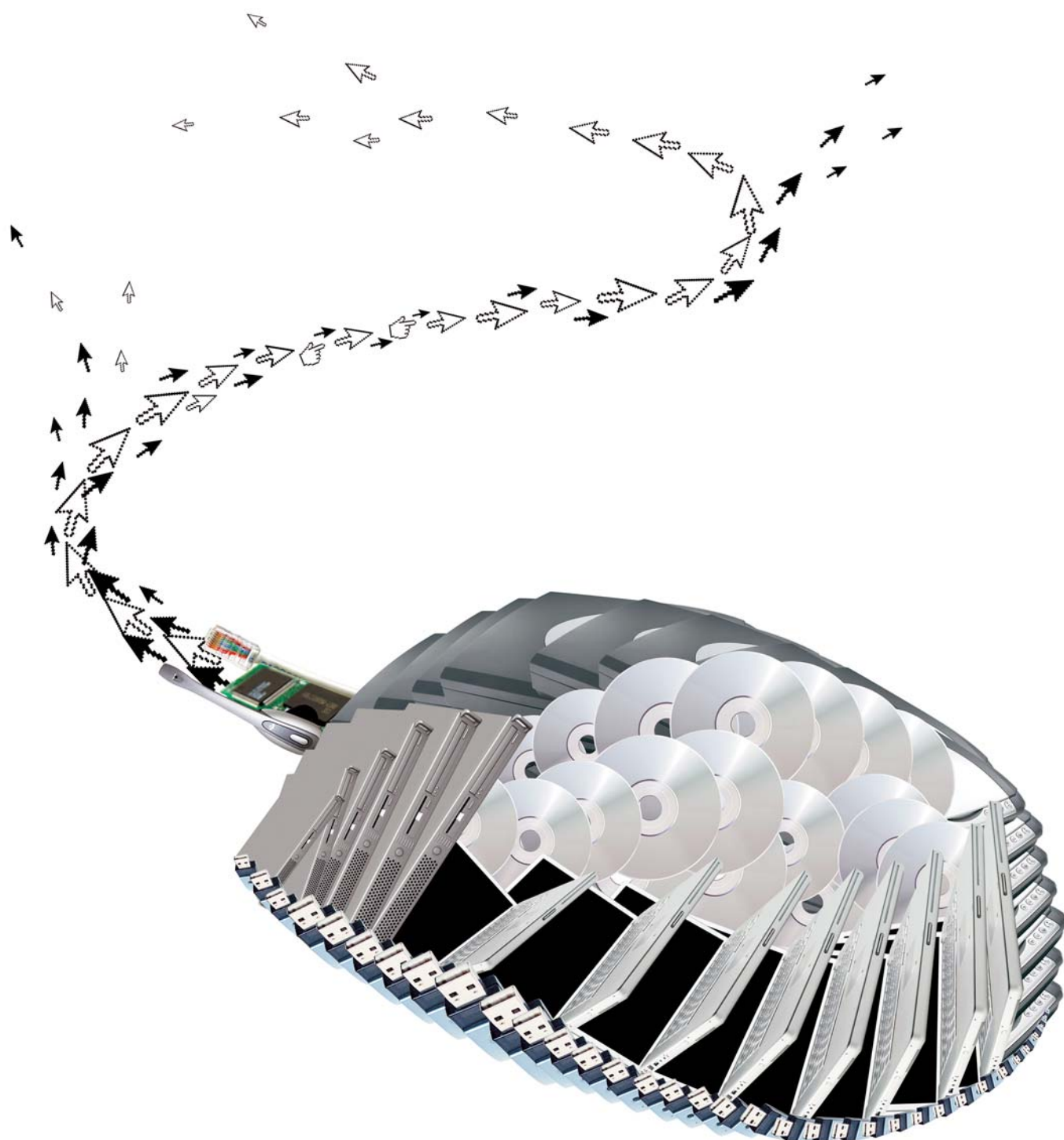


SPECIMEN PAPER UNIT 2 - UNDERSTANDING ORGANISATIONS



Centre Number						Candidate Number				
Surname										
Other Names										
Candidate Signature										

For Examiner's Use	
Examiner's Initials	
Question	Mark
1	
2	
3	
4	
TOTAL	



Level 3 Diploma Principal Learning
Specimen Paper

Information Technology

INF3U2

Unit 2 Understanding organisations

Date Time

For this paper you must have:

- the notes you have made on the Pre-release Tasks.

Time allowed

- 2 hours

Instructions

- Use black ink or black ball-point pen.
- Fill in the boxes at the top of this page.
- Read **all** the questions carefully first before beginning the examination.
- Answer **all** the questions.
- You must answer the questions in the spaces provided. Answers written in the margins will not be marked.
- Do all rough work in this book. Cross through any work you do not want to be marked.
- You can refer to your notes on the Pre-release Tasks during the examination.
- You must attach your notes on the Pre-release Tasks to this question paper/answer book and hand them to the Invigilator at the end of the examination.

Information

- The maximum mark for this paper is 60.
- The marks for questions are shown in brackets.
- The use of brand names in your answers will not gain credit.
- You are reminded of the need for the appropriate and accurate use of mathematics and English in your answers.



SECTION 1: ORGANISATION STRUCTURES

Answer **all** questions in the spaces provided.

Answer the questions in this section using the scenario you researched in advance of the examination. The scenarios you had to select from are listed below.

Business scenarios

- 1 An independent health and fitness centre on the outskirts of a large UK town
- 2 A multimedia company providing services to local businesses and independent customers
- 3 A car customisation garage serving a regional geographical area
- 4 An online florists supplying nationally across the UK mainland
- 5 A hair and beauty salon with nail bar in a town centre location
- 6 A mountain bike sales and repairs shop in a town centre location
- 7 An independent supplier of handmade, bespoke kitchens

1 (a) Describe the organisation that you have studied and draw an organisational structure diagram. (2 marks)

1 (b) Explain why the organisational structure you have drawn in part (a) helps to meet your chosen organisation's business objectives.

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(4 marks)

1 (c) Describe **three** different business functions within your chosen organisation.

(i) (1 mark)

(ii) (1 mark)

(iii) (1 mark)

1 (d) Choose **one** person in the structure diagram for the organisation you have drawn in your answer to question 1(a).

- Describe their role within the organisation.
- What are the objectives of their role?
- For which functions that you identified in question 1(c) do they have responsibility?

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(3 marks)

Turn over for the next question

SECTION 2: BUSINESS PROCESSES

Answer **all** questions in the spaces provided.

2 (a) Identify **four** business activities within your chosen organisation.

(i) (1 mark)

(ii) (1 mark)

(iii) (1 mark)

(iv) (1 mark)

2 (b) Describe **two** business processes within the activities you identified in question 2(a).

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(4 marks)

SECTION 3: SUCCESS AND RISK FACTORS

Answer **all** questions in the spaces provided.

3 (a) Making use of the information in the PEST analysis for your chosen organisation, describe **one** political and **one** social issue and explain how **each** issue affects your chosen organisation.

3 (a) (i) Political issue and its effects

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(3 marks)

3 (a) (ii) Social issue and its effects

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(3 marks)

3 (b) For **one** of the issues discussed in question 3(a), explain how internal weaknesses within your chosen organisation could hinder your ability to overcome this issue, resulting in a negative impact upon your chosen organisation.

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(3 marks)

3 (c) For the **second** issue discussed in question 3(a), give examples of how external opportunities in this area could be used to your chosen organisation's advantage.

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(3 marks)

Turn over for the next question

SECTION 4: IMPLICATIONS OF INTERNAL AND EXTERNAL INFLUENCES

Answer **all** questions in the spaces provided.

4 (a) Identify **three** ideas for the use of different technology-enabled solutions within your chosen organisation.

1
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(1 mark)

2
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(1 mark)

3
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(1 mark)

4 (b) Discuss the *benefits* of each of the ideas you have identified in question 4(a). You should link back to the findings of your SWOT/PEST analyses to ensure you have considered both internal and external factors.

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(6 marks)

