



# Unit: Principles of Business Operations

## Sample Assignment

## Marking Scheme

Markers are advised that, unless a task specifies that an answer be provided in a particular form, then an answer that is correct (factually or in practical terms) **must** be given the available marks. If there is doubt as to the correctness of an answer, the relevant NCC Education materials should be the first authority.

This marking scheme has been prepared as a **guide only** to markers and there will frequently be many alternative responses which will provide a valid answer.

Each candidate's script must be fully annotated with the marker's comments (where applicable) and the marks allocated for each part of the tasks.

**Throughout the marking, please credit any valid alternative point.**

**Where markers award half marks in any part of a task, they should ensure that the total mark recorded for the task is rounded up to a whole mark.**

**Marker's comments:**

**Moderator's comments:**

**Mark:**

**Moderated mark:**

**Final mark:**

**Penalties applied for academic malpractice:**

## Task 1 (LO1) – 20 Marks

Examine the relationship between the organisation's corporate strategy and its operations strategy.

<b>0-5 marks</b>	<b>6-7 marks</b>	<b>8-11 marks</b>	<b>12-13 marks</b>	<b>14-20 marks</b>
Demonstrates a basic understanding of corporate and operational strategies within the context of the selected organisation.	Demonstrates a limited understanding of corporate and operational strategies within the context of the selected organisation.	Demonstrates a consistent understanding of corporate and operational strategies within the context of the selected organisation.	Demonstrates a critical understanding of corporate and operational strategies within the context of the selected organisation.	Demonstrates a consistently critical understanding of corporate and operational strategies within the context of the selected organisation.
Demonstrates no/a basic examination of the relationship between the organisation's corporate strategy and its operations strategy.	Demonstrates a limited examination of the relationship between the organisation's corporate strategy and its operations strategy.	Demonstrates an adequate examination of the relationship between the organisation's corporate strategy and its operations strategy.	Demonstrates a well-supported and sound examination of the relationship between the organisation's corporate strategy and its operations strategy.	Demonstrates a comprehensive and consistently critical examination of the relationship between the organisation's corporate strategy and its operations strategy.

## Task 2 (LO2) – 20 Marks

Analyse the importance of technology in supporting operations within the organisation.

0-5 marks	6-7 marks	8-11 marks	12-13 marks	14-20 marks
Demonstrates little to no understanding of the types of technology used within the selected organisation to support operations.	Demonstrates a limited understanding of the types of technology used within the selected organisation to support operations.	Demonstrates a limited understanding of the types of technology used within the selected organisation to support operations.	Demonstrates a good understanding of the types of technology used within the selected organisation to support operations.	Demonstrates a thorough and coherent understanding of the types of technology used within the selected organisation to support operations.
Provides no/a basic analysis of the importance of technology in supporting operations in the organisation.	Provides a limited analysis of the importance of technology in supporting operations in the organisation.	Provides an adequate analysis of the importance of technology in supporting operations in the organisation.	Provides a well-supported and sound analysis of the importance of technology in supporting operations in the organisation.	Provides a comprehensive and consistently critical analysis of the importance of technology in supporting operations in the organisation.

## Task 3 (LO3) – 20 Marks

Discuss the rationale for the process types used in the organisation to manufacture the type of goods being created.

0-5 marks	6-7 marks	8-11 marks	12-13 marks	14-20 marks
Demonstrates a basic ability to evaluate the process types used by the organisation to manufacture products.	Demonstrates a limited ability to evaluate the process types used in the organisation to manufacture products.	Demonstrates an adequate ability to evaluate the process types used in the organisation to manufacture products.	Demonstrates a sound ability to evaluate the process types used in the organisation to manufacture products.	Demonstrates a comprehensive ability to evaluate the process types used in the organisation to manufacture products.
Provides a basic rationale as to why the process types used are necessary for the goods produced.	Provides a limited rationale as to why the process types used are necessary for the goods produced.	Provides a comprehensive, well-structured rationale as to why the process types used are necessary for the goods produced.	Provides a strong, coherent rationale as to why the process types used are necessary for the goods produced.	Provides a comprehensive, well-structured rationale as to why the process types used are necessary for the goods produced.

## Task 4 (LO4) – 20 Marks

Examine the role of performance measures in the organisation for driving improvements in operations.

<b>0-5 marks</b>	<b>6-7 marks</b>	<b>8-11 marks</b>	<b>12-13 marks</b>	<b>14-20 marks</b>
Demonstrates a basic understanding of the performance measures within the organisation.	Demonstrates a limited understanding of the performance measures within the organisation.	Demonstrates an adequate understanding of the performance measures within the organisation.	Demonstrates a well-supported and sound understanding of the performance measures in the organisation.	Demonstrates a comprehensive and consistently critical understanding of the performance measures within the organisation.
Provides a basic interpretation and examination of how performance measures drive improvements in operations.	Provides a limited interpretation and examination of how performance measures drive improvements in operations.	Provides a consistent interpretation and examination of how performance measures drive improvements in operations.	Provides a critical interpretation and examination of how performance measures drive improvements in operations.	Provides a consistently critical interpretation and examination of how performance measures drive improvements in operations.

## Task 5 (LO5) – 20 Marks

Discuss the importance of agile and lean operations in continuing to meet the organisation's customers' needs.

0-5 marks	6-7 marks	8-11 marks	12-13 marks	14-20 marks
Use basic research to understand the organisation's customers' needs.	Use limited research to understand the organisation's customers' needs.	Use appropriate research to understand the organisation's customers' needs.	Use detailed research to understand the organisation's customers' needs.	Use thorough and detailed research to understand the organisation's customers' needs.
Provides a basic interpretation and evaluation of the importance of agile and lean operations in continuing to meet the organisation's customers' needs.	Provides a limited interpretation and evaluation of the importance of agile and lean operations in continuing to meet the organisation's customers' needs.	Provides a consistent interpretation and evaluation of the importance of agile and lean operations in continuing to meet the organisation's customers' needs.	Provides a critical interpretation and evaluation of the importance of agile and lean operations in continuing to meet the organisation's customers' needs.	Provides a consistently critical interpretation and evaluation of the importance of agile and lean operations in continuing to meet the organisation's customers' needs.

### Note to markers

Please take appropriate action for any malpractice (plagiarism, collusion, referencing issues etc.) discovered as per the *AQ\_28-a01\_Academic Misconduct Policy* document. Please also complete and submit the *Malpractice Declaration Form*.

## Learning Outcomes matrix

Task	Learning Outcomes assessed	Marker can differentiate between varying levels of achievement
1	1	Yes
2	2	Yes
3	3	Yes
4	4	Yes
5	5	Yes

## Grade descriptors

Learning Outcome	Fail	Referral	Pass	Merit	Distinction
Examine the frameworks of operations management	Demonstrates basic understanding of different perspectives, approaches or school of thought and the reasoning behind them	Demonstrates limited understanding of different perspectives, approaches or school of thought and the reasoning behind them	Demonstrates adequate understanding of different perspectives, approaches or school of thought and the reasoning behind them	Demonstrates sound understanding of different perspectives, approaches or school of thought and the reasoning behind them	Demonstrates comprehensive understanding of different perspectives, approaches or school of thought and the reasoning behind them
Analyse the use of technology in operations management	Demonstrates basic understanding of different perspectives, approaches or school of thought and the reasoning behind them	Demonstrates limited understanding of different perspectives, approaches or school of thought and the reasoning behind them	Demonstrates adequate understanding of different perspectives, approaches or school of thought and the reasoning behind them	Demonstrates sound understanding of different perspectives, approaches or school of thought and the reasoning behind them	Demonstrates comprehensive understanding of different perspectives, approaches or school of thought and the reasoning behind them
Assess the design of goods and services	Provide basic interpretation and evaluation of relevant information, concepts and ideas to address problems that are broadly defined yet complex.	Provide limited interpretation and evaluation of relevant information, concepts and ideas to address problems that are broadly defined yet complex.	Provide consistent interpretation and evaluation of relevant information, concepts and ideas to address problems that are broadly defined yet complex.	Provide critical interpretation and evaluation of relevant information, concepts and ideas to address problems that are broadly defined yet complex.	Provide consistently critical interpretation and evaluation of relevant information, concepts and ideas to address problems that are broadly defined yet complex.
Analyse how operations management processes are developed	Demonstrates basic understanding of different perspectives, approaches or school of thought and the	Demonstrates limited understanding of different perspectives, approaches or school of thought and	Demonstrates adequate understanding of different perspectives, approaches or school of thought and the	Demonstrates sound understanding of different perspectives, approaches or school of thought and	Demonstrates comprehensive understanding of different perspectives, approaches or school of thought and the

	reasoning behind them	the reasoning behind them	reasoning behind them	the reasoning behind them	reasoning behind them
Evaluate the use of lean operations	Provide basic interpretation and evaluation of relevant information, concepts and ideas to address problems that are broadly defined yet complex.	Provide limited interpretation and evaluation of relevant information, concepts and ideas to address problems that are broadly defined yet complex.	Provide consistent interpretation and evaluation of relevant information, concepts and ideas to address problems that are broadly defined yet complex.	Provide critical interpretation and evaluation of relevant information, concepts and ideas to address problems that are broadly defined yet complex.	Provide consistently critical interpretation and evaluation of relevant information, concepts and ideas to address problems that are broadly defined yet complex.