

Business and Administration Level 3 Exemplar Test

Unit 1 Developing Administrative Services

Read the following questions and choose the correct answer A, B, C or D. Choose one answer only.

1. Which **3** of the following categories of data are exempt under the Copyright, Designs and Patents Act (1998)?

- 1 Sound recordings, film and broadcasts
- 2 Those held for health, education and social work
- 3 Research, history and statistics
- 4 Those held for the purposes of national security

- A 1, 3 and 4
B 1, 2 and 3
C 2, 3 and 4
D 1, 2 and 4

2. Administrative services, particularly those that have just been implemented, can be checked regularly for smooth operation and any problems by

- A Hazard survey
B Strategic review
C Risk assessment
D Controlled experiment

3. The customer service department in an organisation has eight members of staff, all with very different personalities.

How can the effectiveness of the whole team be maximised?

- A By giving them all equal responsibility
B By not using some members of the team
C By making the most of individual strengths
D By not allowing team members to make decisions

4. Which of the following is classed as a private computer database?
- A Internet
 - B Teletext
 - C Intranet
 - D Viewdata
5. The administrator has to provide support to many users of administrative services. Which **3** of the following are the most frequent types of user?
- 1 A new junior member of the administrative team
 - 2 A customer enquiring about the procedure for placing an order
 - 3 A representative of the local Chamber of Commerce
 - 4 A manager who frequently has to travel on business
- A 1, 2 and 3
 - B 1, 2 and 4
 - C 2, 3 and 4
 - D 1, 3 and 4
6. What will happen if the administrator fails to establish and maintain an effective filing system?
- A Staff will find filing to be a boring and routine task
 - B The overall efficiency of the organisation will suffer
 - C It will not be consistent with the organisation's policy
 - D Regular reviews of the system will need to take place
7. What is the best way for organisations to deal with confidential 'leaks' by their employees?
- A Insert a specific confidentiality clause into their job descriptions
 - B Insert a specific confidentiality clause into their contracts of employment
 - C Hold regular team briefings at which the need for confidentiality is emphasised
 - D Hold occasional team briefings at which the need for confidentiality is emphasised

8. The manager of an organisation has told staff that in future all offices should give the right impression to visitors. Which **3** of the following steps should staff take?
- 1 Everyone should always wear business suits
 - 2 Coffee making facilities should be clean and tidy
 - 3 Plants and flowers should look bright and healthy
 - 4 Any notices on display should look attractive
- A 2, 3 and 4
B 1, 2 and 3
C 1, 3 and 4
D 1, 2 and 4
9. A manager has identified a possible security problem with a service offered. How could the effects of the problem be identified?
- A Hazard survey
 - B Strategic review
 - C Risk assessment
 - D Controlled experiment
10. The Health and Safety (First Aid) Regulations (1981) require employers to provide 'adequate and appropriate' equipment, facilities and personnel to enable first aid to be given to employees. In the office environment where between 50 and 100 people are employed, the suggested number of first aid personnel is
- A At least one first aider
 - B At least one qualified nurse
 - C One first aider for every 50 employees
 - D One first aider for every 100 employees

11. Which of the following **best** defines the role of the administrator?
- A The person who, very effectively, does all the word processing, filing and photocopying in an organisation
 - B The person responsible for organising the managing director's appointments and travel arrangements
 - C The person who oversees all the systems and procedures and controls all the staff in a particular department
 - D The person who, through effective systems and procedures, helps to ensure the smooth running of an organisation
12. Which of the following is a possible disadvantage of a centralised filing system?
- A It is more difficult to lose track of a particular file
 - B There are fewer sets of filing procedures in existence
 - C Files are no longer readily available to members of staff
 - D Fewer members of staff are responsible for their own filing
13. Which **3** of the following types of information should an organisation treat as confidential?
- 1 A proposed pay increase for all technical staff
 - 2 Personal details about the organisation's customers
 - 3 Details of staff responsibilities
 - 4 the future selling prospects for the organisation
- A 1, 2 and 3
 - B 1, 3 and 4
 - C 2, 3 and 4
 - D 1, 2 and 4

14. A supervisor has received several suggestions from staff in the department to minimise waste in the office.

Which of the following suggestions would it be sensible to reject?

- A Always put tops back on pens when not in use
- B Brown file folders to be re-used by reversing them
- C Used pens to be returned in exchange for new ones
- D Re-use ring binders and lever arch files by relabeling them

15. A written contract of employment **must** include:

- A Job title, date employment commenced, pay, hours of work, sick pay and place of work
- B Job title, date employment commenced, pay, hours of work, holiday entitlement and place of work
- C Job title, date employment commenced, pay, hours of work, grievance procedure and place of work
- D Job title, date employment commenced, pay, hours of work, number of days, entitlement to sick leave and place of work

16. What is the most serious consequence for an organisation of inefficient administrative services?

- A The staff may not receive their salaries on time
- B The organisation will not be able to increase turnover
- C The organisation will not be able to operate effectively
- D The staff will be unable to speak to customers on the telephone

17. Under the Data Protection Act (1998), which **2** of the following are employee rights to see personal information held about themselves?

- 1 See it at any time they wish
- 2 See it by making an appointment
- 3 Seek compensation should the records be incorrect even if they have not been shown to someone else
- 4 Only seek compensation should the records be incorrect and they have been shown to someone else.

- A 1 and 4
- B 2 and 3

C 2 and 4

D 1 and 3

18. Which **3** of the following are advantages of an open plan office?

1 Standardised working conditions can be maintained

2 Staff can feel less isolated and can establish a good rapport

3 Better use can be made of limited space

4 Chattering can be discouraged amongst staff

A 1, 3 and 4

B 1, 2 and 3

C 1, 2 and 4

D 2, 3 and 4

19. Brainstorming is one method that the administrator can use to address a problem that a customer has had, or might have in the future.

Which **3** of the following are the main points to consider when brainstorming in this situation?

1 Things that have gone wrong or could go wrong

2 Compensation that can be offered to the customer

3 The resources that are needed to put it right

4 What should be done to correct the problem

A 2, 3 and 4

B 1, 2 and 3

C 1, 3 and 4

D 1, 2 and 4

20. Under the Health and Safety at Work Act (1974) which of the following is the employee's responsibility?

A To ensure the maintenance of a means of access to, and exit from, the place of work that is safe and without risk to health

B To take reasonable care for their own health and safety at work and that of others who may be affected by their actions or omissions

C To remove anything provided by the employer in the interests of health and safety if the employee does not believe it be of benefit

D To organise any information, instruction, training and supervision they feel necessary to ensure their own health and safety at work

21. An administrator has been given the authority by senior management to find out if the customer service provided by the sales department is effective.

What is the **best** way of doing this?

- A Hold a meeting with the sales manager
- B Hold a meeting with the sales representatives
- C Ask internal customers to complete a questionnaire
- D Ask external customers to complete a questionnaire

22. An administrator wants to find out the legal rights relating to maternity leave. Which piece of employment legislation should be referred to?

- A Sex Discrimination Act (1975)
- B Employment Relations Act (1999)
- C Disability Discrimination Act (1995)
- D Protection from Harassment act (1997)

23. Why is the administrative process vital to the whole structure of an organisation?

- A It affects the work of every department
- B It enables all staff to work as part of a team
- C It affects the work of the decision makers only
- D It enables all staff to work in comfortable surroundings