

# Business and Administration Level 3 Exemplar Test

## Unit 2 Apply Personal Skills

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

- 1 What is the implication of employment legislation for providers of administration services?
  - A Administrators have no responsibilities to their employer
  - B Administrators need to know their responsibilities at work
  - C Administrators can delegate responsibilities to other departments
  - D Administrators have no rights in a company with less than 50 staff
  
- 2 As the office supervisor you are responsible for setting a team member's work load. What is the best way of doing this?
  - A Ask the team member to decide when they will be able to achieve the target
  - B Ask another colleague who has done the work before to set the target
  - C Have a one-to-one meeting with them and agree realistic and achievable targets for the team member
  - D Identify a date in the month for completion and give this to the team member
  
- 3 Why is it important to evaluate the office services on a regular basis?
  - A The organisation will know where money is being wasted
  - B Possible improvements can be identified and acted upon
  - C It will ensure that the organisation saves money
  - D It ensures that the organisation can keep up with its competitors
  
- 4 Who should be the first point of contact if an employee has a grievance?
  - A An industrial tribunal
  - B An executive director
  - C Their immediate supervisor
  - D The human resource manager

- 5 Which one of the following would ensure communication is effective?
- A Checking that when communicating, the recipient is not too busy to listen
  - B Varying the format of the communication
  - C Not confirming whether the communication has been understood
  - D Using a wide range of vocabulary
- 6 A team member is speaking to a colleague about her role in the company, saying that she does not feel valued. This has led to a negative feeling amongst other team members. What is the **best** way to handle the situation?
- A Discuss her concerns, privately, and ensure the outcome is confidential
  - B Set shorter work targets for everyone to ensure they are busy
  - C Warn other members of the team to ignore this negativity
  - D Report the team member to the company personnel manager
- 7 Your team members need to be trained to become multi-skilled because of an intended reduction to the number of staff. How can you as a supervisor gain the staff's commitment to this change?
- A Hold a meeting to inform staff of the proposed new training programme
  - B Inform staff by email of the training programme which they will be expected to attend
  - C Hold regular meetings so that staff can gain an understanding of the problems and become part of the solution
  - D Inform the staff that next year's bonus will be dependent upon the results of their new training programme
- 8 A supervisor has thought of a possible improvement to the office by having it manned for longer hours throughout the day. What is the **best** way to test this improvement?
- A Implement the improvement on a permanent basis and tell the staff of the changes that will be made
  - B Discuss it with managers and other colleagues and then implement the change on a gradual basis
  - C Complete a year long survey of the possible improvement and discuss the results with management

- D Discuss it with staff, carry out the improvement for a trial period and then seek feedback from customers and staff
- 9 Why is it important that supervisors or team leaders present themselves in a professional manner?
- A To reflect the image of the organisation
  - B To give a humble impression to customers
  - C To avoid any requirement to wear a uniform
  - D To allow individuals to adapt company dress code
- 10 How often should feedback be given to team members?
- A Only when there is positive feedback
  - B Often throughout the normal work process
  - C When standards of work have dropped
  - D Annually at appraisal time
- 11 When a new procedure is introduced, why is it important to communicate this to staff and what is the best method?
- A Arrange a meeting and follow up with training for all staff
  - B Inform staff that there is a new procedure they need to follow
  - C Put the new procedure on the information board and ask staff to contact you for details
  - D Send a memo to all staff telling them of the changes, explaining that time is not available for training
- 12 As a supervisor you have many urgent tasks. Which of the following is the best way to prioritise these tasks?
- A Start with the easiest tasks
  - B Ask your manager to prioritise the tasks
  - C Save the least favourite task until the end
  - D Base the priority on time requested for completion

- 13 Why is a good professional working relationship with colleagues important to the organisation?
- A It enables promotion from within
  - B It enables problems to be shared
  - C It helps communication to be more effective
  - D It helps provide a better working environment for the organisation
- 14 A team member feels he has been discriminated against on the grounds of racial discrimination. From where can you advise him to seek help?
- A An industrial tribunal
  - B The local police station
  - C The Citizens Advice Bureau
  - D The Racial Equality Council
- 15 Why is it essential that the allocation of the tasks are clearly agreed and that the individual given the task is capable of completing the task to a deadline?
- A To ensure deadlines are met without any misunderstanding
  - B To understand reasons for organisations continually improving
  - C To avoid the need to prioritise the overall workload
  - D To identify methods for ensuring minimal waste of time
- 16 The Employment Rights Act (1996) and the Employment Act (2000) set out a number of conditions that employers must adhere to when employing staff. Which **one** of the following statements is true?
- A The written statement of terms and conditions of employment must be issued within one month of starting employment
  - B The written statement of terms and conditions of employment must be signed by an employee within 24 hours
  - C The written statement of terms and conditions of employment does not cover females on maternity leave
  - D The written statement of terms and conditions of employment must include the annual leave entitlement

- 17 The main principle of the Disability Discrimination Act (1995) is that the service provider should
- A refuse to provide a service that it provides to others
  - B provide reasonable access to all areas
  - C enable questions to be answered by staff
  - D allow staff to use equipment that may cause harm to them
- 18 There is an intended major change in work practices. What is the **best** way to engage all the team members?
- A Tell the team and individuals when the change is ready to take place
  - B Give the team and individuals a very brief outline of the intended change as this is all they will need to know
  - C The team and individuals do not need to be informed as it is not their responsibility
  - D Communicate to the team the intended change, keep the team up to date and well informed throughout the change
- 19 Information about employment and the trade union legislation is published by
- A The Industrial Society
  - B The Office of Fair Trading
  - C The Trading Standards Service
  - D The Department of Trade and Industry
- 20 Why is it important to evaluate feedback on your own performance?
- A It will ensure the organisation saves money
  - B Possible improvements can be identified and acted upon
  - C It ensures the organisation will keep up with its competitors
  - D The organisation will know if its recruitment policy is working

- 21 A supervisor wishes to evaluate the quality of his own work. Which **one** of the following is the **best** way for the supervisor to evaluate the quality?
- A Guess how long it took to complete specific tasks and form a judgement on that basis
  - B Take a copy of all the work produced over a year and compare it with another supervisor's work
  - C Discuss the work produced with a colleague at the same level and get them to judge the quality
  - D Discuss the quality of work produced with the manager who asked for the work to be done and discuss it as part of the appraisal process
- 22 Discrimination on the grounds of race is not allowed under the Race Relations Act (1976). Which of the following is **NOT** covered by this act?
- A Nationality
  - B Colour
  - C Ethnic origin
  - D Religion
- 23 A team member finds himself in a hostile conflict with a fellow worker. Which of the following strategies could you put into practice to resolve the conflict?
- A Request action by a third party to get the matter out in the open
  - B Identify the reason and construct a solution agreeable to both sides
  - C Identify the reason and avoid any type of intervention to reduce escalation
  - D Avoid intervention to reduce escalation and construct a solution agreeable to both sides
- 24 The Data Protection Act (1998) applies to
- A private data used to secure business advantage
  - B intimate details on the internet and organisations' computers
  - C personal information about individuals held by an organisation
  - D sensitive material about citizens held by the Government

- 25 Which one of the following would be the best way of approaching a difficult member of staff who is disruptive to his work colleagues?
- A Ask what is troubling him in a one-to-one meeting and make him feel valued
  - B Ask one of his colleagues to have a chat and find out what the problem is
  - C Ignore the disruptive member of the team hoping the problem will disappear
  - D Ask him what is troubling him in a team meeting and say you are looking for improvements
- 26 Under the Health and Safety at Work Regulations, what do employers have a responsibility to provide?
- A One person who is responsible for health and safety
  - B Training to understand the terminology of health and safety
  - C A health and safety culture, where all employees are responsible for all aspects of health and safety
  - D Information and training so that employees understand the importance of their role in ensuring health and safety
- 27 As a supervisor you need to identify areas for development at the next staff performance review. Which one of the following is the best method to achieve this?
- A A focus group to determine the future skill demands of the organisation
  - B Self-appraisal completed by employees and compared with the organisation's views
  - C A questionnaire, which lists the range of courses the organisation is willing to pay for
  - D A staff survey that focuses on redeployment issues to improve organisation performance
- 28 What is the best way to ensure that all the office staff are kept up to date and informed of important issues?
- A Post a news item on everyone's email system
  - B See each member of staff individually
  - C Post a news item on the notice board
  - D Have weekly team meetings and circulate minutes

- 29 Why is it important that communications are clear and concise?
- A Communication needs to use appropriate language but does not need to take account of the recipient
  - B Communication should be lengthy and in a format that is not difficult for the recipient to understand
  - C Communication needs to be accurate for the benefit of the recipient
  - D Communication should be in multiple languages, large print and possibly Braille
- 30 Why is it important for staff to receive health and safety training?
- A To ensure a company meets its legal obligations
  - B To enable questions to be answered by staff when inspectors visit
  - C To check workplaces with ten or more staff on site
  - D To promote regulations in commercial environments