

Paper Code: M-EPA-BA3007

Highfield Level 3 End-Point Assessment for Business Administrator - Mock Multiple-Choice Test

Level 3**Information for registered centres**

The seal on this examination paper must only be broken by the candidate at the time of the examination.
Under no circumstances should a candidate use an unsealed examination paper.

Information for candidates

Under no circumstances should you, the candidate, use an unsealed examination paper.

This examination consists of **50 multiple-choice** questions.

The exam is worth **50 marks**, with a Pass being **30 marks**, and Distinction **40 marks**.

The duration of this examination is **60 minutes**.

You are **NOT** allowed any assistance to complete the answers.

You must use a pencil to complete the answer sheet - pens must **NOT** be used.

When completed, please leave the **examination answer sheet (EAS)** on the desk.

EXAMINATION ANSWER SHEET (EAS) INSTRUCTIONS:

For each question, fill in **ONE** answer **ONLY**.

If you make a mistake, ensure you erase it thoroughly.

You must mark your choice of answer by shading in **ONE** answer circle only.

Please mark each choice like this:

01 ☐ A ☐ B ☐ C ☒ **ANSWER COMPLETED CORRECTLY**

Examples of how NOT to mark your examination answer sheet (EAS). These will not be recorded.

01 ☐ A ☐ B ☐ C ☐ **DO NOT** partially shade the answer circle
ANSWER COMPLETED INCORRECTLY

01 ☐ A ☐ B ☒ ☒ **DO NOT** use ticks or crosses
ANSWER COMPLETED INCORRECTLY

01 ☐ A ☐ B ☐ C ☐ **DO NOT** use circles
ANSWER COMPLETED INCORRECTLY

01 ☐ A ☐ B ☐ C ☒ **DO NOT** shade over more than one answer circle
ANSWER COMPLETED INCORRECTLY

All candidates **MUST** sign the Examination Answer Sheet (EAS) in the bottom right-hand corner of the page before leaving the examination room.

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Which of the following methods is suitable for managing a stakeholder with high power but low interest?

- A. Avoid contact unless they make a complaint
- B. Encourage them to lead decision-making
- C. Keep them satisfied with regular updates
- D. Monitor them closely without communication

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What impact can inflation have on a business?

- A. It decreases interest rates automatically
- B. It improves staff morale
- C. It increases consumer confidence
- D. It raises the cost of goods

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Which of the following is a step in Dr. John Kotter's change model?

- A. Building an organisational chart
- B. Completing a cash flow forecast
- C. Creating a sense of urgency
- D. Reducing working hours

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Which of the following laws protects employees who report unsafe or illegal practices in the workplace?

- A. Copyright, Designs and Patents Act
- B. Data Protection Act
- C. Employment Rights Act
- D. Equality Act

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A stakeholder who is neutral about a project:

- A. actively resists the project and discourages others
- B. leads initiatives and promotes the organisation's goals
- C. monitors the project without holding any interest
- D. neither supports or opposes the project directly

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Which project tool is designed to ensure consistency at every stage?

- A. Gantt chart
- B. RACI matrix
- C. Total Quality Management (TQM)
- D. Work breakdown structure (WBS)

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What does compliance in the workplace mean?

- A. Enforcing disciplinary actions
- B. Following laws, regulations and internal procedures
- C. Managing team schedules, tasks and performance levels
- D. Responding to customer feedback

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Which of the following is a potential impact for an organisation during an economic recession?

- A. Consumer demand often falls, reducing revenue
- B. Costs of borrowing decrease significantly
- C. Customers spend more freely, increasing demand
- D. Organisations raise prices to maintain profit

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Who enforces data protection laws in the UK?

- A. The British Safety Council
- B. The Department for Work and Pensions (DWP)
- C. The Home Office
- D. The Information Commissioner's Office (ICO)

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A customer who is resistant in the stakeholder engagement assessment matrix, typically:

- A. challenges change within an organisation
- B. remains unaware of organisational activities
- C. supports all proposed changes to an organisation
- D. takes a leadership role in engagement

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What is the **key** difference between quality control and quality assurance?

- A. Quality control applies to finance, while quality assurance applies to HR
- B. Quality control assesses customer service, while quality assurance checks safety
- C. Quality control checks outputs, while quality assurance focuses on processes
- D. Quality control is done before production, while quality assurance is after

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Which project tool is suitable for analysing task dependencies and critical paths?

- A. Gantt chart
- B. PERT chart
- C. RACI matrix
- D. Tuckman's model

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What is the **main** difference between a public sector and private sector organisation?

- A. Public sector organisations are funded by individuals, while private sector organisations are funded by taxpayers
- B. Public sector organisations are funded by the government, while private sector organisations are privately owned
- C. Public sector organisations are usually sole traders, while private sector organisations are usually charities
- D. Public sector organisations only provide local services, while private sector organisations operate nationally

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How can exchange rate fluctuations affect a UK-based organisation that imports goods?

- A. They alter the cost of purchasing foreign goods
- B. They determine which political party gains office
- C. They increase an organisation's staff retention rates
- D. They make domestic travel more expensive

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Which of the following is considered an **internal** stakeholder in an organisation?

- A. A contracted supplier
- B. A full-time employee
- C. A local government regulator
- D. A national media outlet

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The purpose of the 'monitoring and control phase' of a project is to:

- A. allocate holiday time for staff during the project
- B. celebrate the completion of the project
- C. hire new project managers and make staff adjustments
- D. track progress and make necessary changes

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The **main** purpose of a project dashboard is to:

- A. display social media campaigns
- B. manage company finances
- C. provide real-time updates on project progress
- D. track payroll schedules during a project

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The purpose of a risk assessment in the workplace is to:

- A. allocate roles based on experience
- B. decide who is at fault in a workplace accident
- C. identify hazards and control measures
- D. monitor employee performance and wages

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What does the stakeholder engagement assessment matrix measure?

- A. The amount of money each stakeholder has invested
- B. The internal communication budget for stakeholders
- C. The level of awareness and support of different stakeholders
- D. The number of stakeholders planning and working on a project

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What impact can government-imposed tariffs have on imported goods?

- A. Their delivery speed increases due to fewer checks
- B. Their prices increase due to added import duties
- C. They are exempt from all safety regulations
- D. They become easier to obtain

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Which of the following is an example of an **external technological** factor?

- A. A change in minimum wage laws
- B. A national holiday affecting working hours
- C. Automation of production lines using artificial intelligence
- D. The introduction of flexible working policies

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The **main** purpose of a balance sheet is to:

- A. calculate employee salaries
- B. display a list of all customer complaints
- C. plan future marketing campaigns
- D. show a business's financial position

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Which stage in the project life cycle involves formally completing the project and reviewing outcomes?

- A. Closure
- B. Execution
- C. Monitoring
- D. Planning

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Which of the following is a requirement under the current Health and Safety at Work etc. Act?

- A. Employees must create their own risk assessments
- B. Employers must provide a safe working environment
- C. Health and safety rules apply only to office-based roles
- D. Only external inspectors are responsible for health and safety

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Which of the following describes **indirect** discrimination?

- A. Applying a policy that disadvantages a certain group unintentionally
- B. Harassing someone in the workplace because of their religion
- C. Refusing to hire someone for a role based on ethnicity
- D. Treating someone unfairly because of their age

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A mission statement is typically used to:

- A. describe an organisation's structure and reporting lines
- B. explain the core purpose and values of an organisation
- C. list upcoming promotional campaigns and marketing strategies
- D. set detailed performance targets for individual employees and teams

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A sudden increase in interest rates can affect an organisation by:

- A. decreasing the price of raw materials
- B. increasing the cost of borrowing
- C. making staff training more affordable
- D. raising overall customer satisfaction

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A common reason employees resist change is due to:

- A. a lack of access to financial reports
- B. decreased holiday allowance
- C. fear of the unknown or job loss
- D. too many opportunities for promotion

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Which of the following defines personal data under data protection law?

- A. Anonymous statistics from surveys
- B. Any information that can identify someone
- C. Information about a company's profits
- D. Job adverts published online

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A client is a stakeholder who typically:

- A. controls an organisation's internal HR policies
- B. has no influence on an organisation's services
- C. purchases or uses an organisation's services
- D. works in the same department as the majority of the organisation

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Integrity in business typically refers to:

- A. acting with honesty and strong moral principles
- B. avoiding all types of communication with competitors
- C. maximising sales and profits at all costs
- D. outsourcing all critical business functions

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Which of the following describes a conflict of interest in stakeholder management?

- A. When a stakeholder forgets to attend meetings
- B. When a stakeholder gains personally from a decision they influenced
- C. When a stakeholder lives in a different time zone
- D. When there are too many stakeholders on a project leading to indecision

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Which of the following is an example of a policy or regulatory change affecting business operations?

- A. A new industry rule requiring data security compliance
- B. Adjusting prices based on local competition
- C. Increasing employee salaries voluntarily
- D. Launching a new product in line with previous specifications

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Which of the following supports stakeholder engagement with an international supplier?

- A. Communicating only through legal contracts
- B. Recommending fewer communications are sent
- C. Sending company-wide memos in local language
- D. Using culturally appropriate communication tools

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What is the role of the project initiation phase?

- A. Assign final reviews to the stakeholders
- B. Complete the final project evaluation
- C. Define the project scope and objectives
- D. Monitor key risks and adjust timelines

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What impact can an increase in the national minimum wage have on an organisation?

- A. Higher employee turnover
- B. Higher staffing costs
- C. Lower morale among staff
- D. Lower overall payroll costs

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Why is accountability **key** in business?

- A. It allows for anonymous decision-making
- B. It encourages teams to avoid decisions
- C. It ensures people take ownership for actions
- D. It removes responsibility from individuals

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What does a project manager demonstrate by taking ownership of both success and failure?

- A. Feedback
- B. Flexibility
- C. Motivation
- D. Responsibility

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Which of the following organisational structures is typically characterised by having many levels of hierarchy?

- A. Flat
- B. Matrix
- C. Tall
- D. Wide

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An employee can help their organisation achieve its goals by:

- A. aligning their objectives with the organisation's purpose and vision
- B. avoiding performance reviews and feedback sessions
- C. creating their own goals regardless of organisational priorities
- D. following instructions only when under supervision

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Which of the following project management principles refers to securing the right tools, people and equipment?

- A. Controlling
- B. Evaluating
- C. Reporting
- D. Resourcing

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A supply chain is:

- A. a delivery route used by logistics drivers
- B. a method for forecasting staff turnover
- C. the order of management roles in a business
- D. the process involved in distributing goods

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Stakeholder mapping is used to:

- A. categorise stakeholders by their power and interest
- B. determine financial risks for the business
- C. measure employee satisfaction
- D. predict future customer purchases and ordering trends

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Which of the following is typically completed during the **execution** phase of a project?

- A. Lessons learnt are compiled
- B. Scope is agreed and documented
- C. Staff appraisals are carried out
- D. Tasks are performed and deliverables created

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Market forces are:

- A. the amount of profit declared by an organisation
- B. the influence of supply and demand on prices in a free market
- C. the legal obligations imposed by government regulators
- D. the subsidies from the government used to lower production costs

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Which of the following is a **political** factor that can affect an organisation?

- A. Changes in taxation policy
- B. Fluctuations in weather patterns
- C. Increased staff absences
- D. Poor internal communication

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The breakeven point indicates:

- A. that all debts are paid off
- B. that total revenue equals total costs
- C. the first sale made by a business
- D. the moment revenue exceeds expenses

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Which of the following typically reduces customer demand for non-essential goods?

- A. A reduction in raw material costs
- B. A rise in unemployment
- C. Increased investment in digital marketing
- D. Reduced interest rates

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The purpose of a vision statement is to:

- A. communicate the long-term aspirations and direction of an organisation
- B. describe the legal structure of the organisation, such as whether it is a partnership or sole trader
- C. list all the operational and procedural tasks that must be completed by staff each day
- D. outline employee roles and responsibilities in detail to avoid confusion between staff members

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The **main** purpose of the General Data Protection Regulations (GDPR) is to:

- A. outline minimum standards for workplace health and safety
- B. prevent copyright infringement in the workplace
- C. protect the privacy and security of personal information
- D. set limits on how much employees are paid by an organisation

Level 3

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