

Paper Code: M-EPA-BA3004

# Highfield Level 3 End-Point Assessment for Business Administrator - Mock EPA Knowledge 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  D **ANSWER COMPLETED CORRECTLY**

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

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

01  A  B  C  D **DO NOT** use ticks or crosses  
**ANSWER COMPLETED INCORRECTLY**

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

01  A  B  C  D **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.

1

Which of the following is classed as a protected characteristic?

- A. Physical appearance
- B. Political affiliation
- C. Religious beliefs
- D. Socioeconomic status

2

How does corporate governance benefit an organisation?

- A. By decreasing accountability among employees
- B. By ensuring ethically responsible decision-making
- C. By focusing solely on profit generation
- D. By removing external regulatory oversight

3

Which of the following terms describes stakeholders who are supportive and active in a project?

- A. Leading stakeholders
- B. Neutral stakeholders
- C. Resistant stakeholders
- D. Unaware stakeholders

4

Which of the following is 1 of the **main** responsibilities of employers under the Health and Safety at Work etc. Act?

- A. Conducting regular risk assessments for hazards
- B. Enforcing data protection measures
- C. Ensuring fair dismissal processes
- D. Securing copyright on company publications

5

How can a project leader create a positive atmosphere within the team?

- A. By encouraging friendly competition and rivalry among team members
- B. By focusing on project outcomes rather than team dynamics
- C. By fostering open communication and celebrating successes
- D. By limiting social interactions between team members during work hours

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Which of the following is a feature of a flat organisational structure?

- A. A small number of hierarchical levels
- B. A wide variety of job roles and responsibilities
- C. Centralised decision-making at the top level
- D. Increased distance between management and employees

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What does the lifecycle of a project consist of?

- A. Analysis, design, implementation, evaluation and completion
- B. Initiation, planning, execution, monitoring and closure
- C. Research, development, testing, monitoring and closure
- D. Initiation, implementation, development, monitoring and completion

8

What effect will government policies promoting international trade have on a business?

- A. Decreased competition in local markets
- B. Higher tariffs on imported goods and products
- C. Increased access to new markets and customers
- D. Reduced necessity for quality control measures

9

Which type of external factor are changing consumer preferences typically classified as?

- A. Legal factor
- B. Political factor
- C. Social factor
- D. Technological factor

10

Which of the following financial terms refers to the funds a business owes to its suppliers?

- A. Accounts payable
- B. Cash flow
- C. Payroll
- D. Revenue

11

What type of data requires the highest level of protection under the Data Protection Act?

- A. Basic contact details
- B. Employment history
- C. Product delivery schedules
- D. Sensitive personal information

12

What is a common goal for engaging with internal customers?

- A. To assess and improve internal processes for efficiency
- B. To influence the organisation's public relations strategy
- C. To reduce interactions with external stakeholders
- D. To secure external investment for internal growth

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Which of the following can cause a business to review and update its supply chain strategy?

- A. Changes in company branding
- B. Increased employee turnover
- C. Political instability in supplier countries
- D. Rising interest rates in the global market

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What is a potential consequence of high interest rates for an organisation?

- A. Higher consumer spending on credit
- B. Increased expenses on loans and financing
- C. Lower prices for goods and services
- D. Reduced borrowing costs for expansion

15

What is a common reason for non-profit organisations to develop partnerships with other organisations?

- A. To compete for a larger market share
- B. To enhance their profit margins
- C. To set higher prices for goods and services offered
- D. To share resources and achieve mutual goals

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Which of the following is considered sensitive data under the General Data Protection Regulation (GDPR)?

- A. A business's address
- B. Employee start dates
- C. Employees' preferred working hours
- D. National insurance number

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Why are changes in government policy considered an external factor?

- A. They directly influence internal team dynamics
- B. They involve a shift in an employee's responsibilities
- C. They impact business operations beyond a company's control
- D. They affect the way a business advertises new jobs

18

Why **must** businesses adjust their strategies due to exchange rate fluctuations?

- A. To account for changes in tax legislation
- B. To encourage domestic purchasing
- C. To mitigate impacts on the cost of imported goods
- D. To reduce reliance on customer feedback

19

What **political** factor can directly influence the cost structure of a business?

- A. Changes in consumer preferences
- B. Fluctuations in stock market prices
- C. New regulations from government agencies
- D. Shifts in global market demand

20

What is the **main** purpose of a balance sheet in business finance?

- A. To display future projected financial expenses
- B. To measure employee satisfaction levels
- C. To provide an overview of the company's financial position
- D. To track customer purchase preference history

21

What is the purpose of a work breakdown structure in project management?

- A. To allocate budgets across various project stages
- B. To divide the project into manageable tasks and deliverables
- C. To evaluate the performance of individual team members
- D. To simplify communication within the project's team

22

Which of the following actions breaches the General Data Protection Regulations (GDPR)?

- A. Disposing of documents in a secure bin
- B. Sending personal data to a third party without consent
- C. Storing employee records in a password-protected system
- D. Using encrypted emails to send personal data

23

Which of the following project management principles focuses on the ability to adapt to project changes?

- A. Leading
- B. Managing
- C. Organising
- D. Securing

24

How does effective resourcing impact a project's success?

- A. It ensures that only the necessary stakeholders are involved
- B. It leads to quicker decision-making processes
- C. It optimises the allocation of time and money
- D. It simplifies communication between teams and departments

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Why are external customers significant to an organisation?

- A. They control an organisation's internal policies
- B. They directly contribute to an organisation's revenue
- C. They provide feedback on internal processes
- D. They support employee development initiatives

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Which of the following is a **key** reason for applying quality standards in business operations?

- A. To allow flexibility in quality based on production conditions
- B. To comply with local government regulations only
- C. To ensure consistency and reliability in outputs
- D. To increase costs and expenses through extra quality checks

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How can an organisation handle a stakeholder who is resistant to a new project?

- A. By excluding them from project meetings in the future
- B. By providing clear information that addresses concerns
- C. By reducing their responsibilities within the organisation
- D. By requiring their full agreement before moving forward

28

Why is it necessary for an organisation to understand the needs of both internal and external customers?

- A. It eliminates the need for employee training
- B. It ensures an organisation can operate without a supply chain
- C. It guarantees product approval by regulatory bodies
- D. It helps align products and services with market demands

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What role do clients play in business-to-business relationships?

- A. They develop products for an organisation
- B. They manage an organisation's finances
- C. They purchase services from an organisation
- D. They train an organisation's employees

30

Why do organisations use a power/interest grid?

- A. To identify potential new stakeholders
- B. To inform employees about project updates
- C. To prioritise stakeholders based on their influence
- D. To track changes in stakeholder feedback over time



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Which of the following is a stage in Tuckman's model of group development?

- A. Exploring
- B. Forming
- C. Identifying
- D. Reviewing

32

How can exchange rates affect a business that has international suppliers?

- A. By making imported goods more expensive
- B. By reducing the need for local partnerships
- C. By simplifying the supply chain process
- D. By standardising product quality across all markets

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Which of the following **must** be included in a data protection policy according to the General Data Protection Regulations (GDPR)?

- A. Guidelines for employee compensation
- B. How employee information is processed
- C. Procedures for incident reporting
- D. Standards for ergonomic workspaces

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What is a **key** purpose of a learning and development plan in an organisation?

- A. To increase employee compensation
- B. To improve employee skills and performance
- C. To provide financial and legal support to employees
- D. To reduce the need for wider organisational policies

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What impact can inflation have on an organisation?

- A. Decreased consumer spending from reduced demand
- B. Increased product availability due to higher product prices
- C. Lower operational costs due to reduced wages
- D. Higher employee morale from increased salaries

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Which of the following is an example of direct discrimination?

- A. Failing to provide sufficient job training
- B. Hiring someone based on qualifications
- C. Providing additional resources to new hires
- D. Refusing a promotion due to an individual's age

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Which of the following accurately describes corporate social responsibility (CSR)?

- A. A legal requirement for all businesses
- B. A strategy for reducing product prices
- C. A temporary measure for managing economic downturns
- D. A voluntary commitment to sustainable practices

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Which of the following is an example of market force?

- A. Currency fluctuations
- B. Interest rate changes
- C. Supply and demand dynamics
- D. Tax legislation updates

39

Which of the following types of organisation typically focuses on maximising profits for stakeholders?

- A. Charitable organisation
- B. Partnership organisation
- C. Private sector organisation
- D. Public sector organisation

40

What is the **main** purpose of executing a project plan?

- A. Distributing tasks among team members
- B. Ensuring alignment with the project's strategic goals
- C. Evaluating team member performance
- D. Finalising the budget for future projects

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Which of the following terms refers to the potential benefits lost when choosing 1 option over another?

- A. Accountability
- B. Applicability
- C. Integrity
- D. Opportunity cost

42

What **must** an organisation do according to the Freedom of Information Act?

- A. Disclose requested public sector data
- B. Encrypt all personal data in their systems
- C. Limit access to customer complaints
- D. Provide employees with safety training

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What is the **main** purpose of using a contingency plan during the change process?

- A. To avoid all possible risks in a project
- B. To identify customer satisfaction levels
- C. To prepare for unexpected events that may affect change
- D. To reduce the overall cost of the change initiative

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What is a **key** activity during the project closure phase?

- A. Defining project goals
- B. Evaluating project performance
- C. Executing project tasks
- D. Securing project resources

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How does a vision statement benefit employees within an organisation?

- A. By defining tasks that must be completed daily for each employee
- B. By explaining each employee's salary structure within the organisation
- C. By guiding employees towards the organisation's long-term goals
- D. By providing detailed job descriptions for each employee

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How does clear communication support effective stakeholder management?

- A. By allowing stakeholders to manage the project directly
- B. By ensuring stakeholders understand the project's goals
- C. By minimising stakeholders' interest in project outcomes
- D. By removing the need for stakeholder involvement

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What is the **main** purpose of the Employment Rights Act?

- A. To ensure the protection of sensitive personal data
- B. To outline protections for employees
- C. To provide guidelines for workplace safety
- D. To regulate the fair use of copyrighted materials

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What benefit does evaluating a project's progress offer?

- A. It allows for the elimination of all risks associated with the project
- B. It confirms that team members are following orders
- C. It decreases the overall cost of the project
- D. It identifies areas for improvement to ensure objectives are met

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In what way does creativity enhance project leadership?

- A. It allows for the exploration of unconventional solutions to challenges
- B. It encourages team members to dismiss risks and potential issues
- C. It focuses on following established procedures to avoid problems
- D. It limits the range of solutions that are considered by the team

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Which of the following external factors typically affects a company's ability to export goods?

- A. Changes in internal policies
- B. Fluctuating exchange rates
- C. Improvements in domestic infrastructure
- D. Rising local consumer demand

# Level 3

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