

Paper Code: M-EPA-BA3005

Highfield Level 3 End-Point Assessment for Business Administrator - Mock 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 ☒ **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 ☒ ☒ **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

What is the **main** focus of internal quality standards within a business?

- A. Ensuring products meet customer satisfaction every time
- B. Increasing overall production costs without value
- C. Limiting the organisation's ability to innovate
- D. Removing the need for external regulations

2

What is an effective method for managing conflicts of interest between stakeholders?

- A. Allowing stakeholders to determine project goals and objectives
- B. Documenting all interactions in the stakeholder database
- C. Facilitating open communication and negotiation
- D. Providing financial incentives to all stakeholders

3

What is the **main** role of internal customers within an organisation?

- A. To provide supplies and materials for production
- B. To represent the company in external negotiations with other businesses
- C. To support various departments in achieving organisational goals
- D. To test products before they go to market

4

What does the monitoring phase of a project **mainly** involve?

- A. Allocating budgets to various project stages
- B. Assessing project performance against established metrics
- C. Completing all project tasks ahead of schedule
- D. Evaluating team dynamics during project execution

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What advantage does a project dashboard provide to project managers?

- A. It allocates financial resources to different projects
- B. It details individual team member performance
- C. It documents all correspondences related to a project
- D. It offers an overview of the project status

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How can a breakeven analysis be useful for a business?

- A. By identifying how to increase total debt
- B. By indicating the exact level of losses
- C. By tracking the company's marketing effectiveness
- D. By understanding the point where costs equal revenue

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What is the **main** purpose of the General Data Protection Regulations (GDPR)?

- A. To control the setting of minimum wage for employees
- B. To ensure fair competition between businesses
- C. To regulate the handling and processing of personal information
- D. To set rules on workplace health and safety standards

8

Which of the following is a typical concern for a domestic organisation operating internationally?

- A. Enhanced control over local market share
- B. Fluctuations in foreign exchange rates
- C. Increased stability in pricing strategies
- D. Reduced reliance on local supply chains

9

Which of the following terms refers to the total amount a business owes to other entities?

- A. Assets
- B. Expenditures
- C. Liabilities
- D. Revenue

10

Which of the following **external** factors leads to an organisation revising its marketing strategy?

- A. Changes in the internal workforce structure
- B. Economic downturn affecting consumer behaviour
- C. Increased employee turnover rates
- D. Reassessment of product development timelines

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Which of the following can affect consumer behaviour during a recession?

- A. A decrease in product quality
- B. Changes in disposable income
- C. Increased advertising campaigns
- D. Rising stock market performance

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How does total quality management (TQM) contribute to project success?

- A. By eliminating project evaluations and reviews
- B. By ensuring every team member has a distinct role
- C. By fostering a culture of continuous improvement
- D. By prioritising cost reduction above all else

13

What is the role of the Information Commissioner's Office (ICO)?

- A. To enforce compliance with data protection laws
- B. To oversee workplace health and safety
- C. To regulate intellectual property rights
- D. To set minimum wage standards

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What is the **main** purpose of the Freedom of Information Act?

- A. To allow public access to information held by public authorities
- B. To ensure all companies share financial data publicly
- C. To regulate data sharing between private organisations
- D. To restrict access to personal information held by businesses

15

What quality does a trustworthy project leader exhibit?

- A. An ability to make decisions without consulting their team
- B. Being willing to change their mind based on the opinions of others
- C. Consulting reliability and adherence to commitments
- D. Sharing confidential information and data when asked

16

Which of the following is a common goal of a public sector organisation?

- A. Achieving high profits for owners
- B. Providing services to benefit the population
- C. Reducing competition in the marketplace
- D. Supporting individual business growth

17

What is a **key** purpose of accident reporting procedures within organisations?

- A. To comply with safety regulations
- B. To improve staff morale
- C. To monitor employee productivity
- D. To reduce financial costs

18

Which of the following is considered personal data under the General Data Protection Regulations (GDPR)?

- A. A business's address
- B. An employee's start date
- C. Employee's preferred working hours
- D. National insurance numbers

19

Which of the following is a **key** requirement under the Health and Safety (Display Screen Equipment) Regulations?

- A. Offering free ergonomic assessments to all employees
- B. Providing adequate lighting for computer workstations
- C. Requiring mandatory computer breaks every 2 hours
- D. Supplying office chairs to all full-time employees

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Which of the following laws protects creative works, such as music, literature or software, from being used without permission?

- A. Copyright, Designs and Patent Act
- B. Data Protection Act
- C. Employment Rights Act
- D. Freedom of Information Act

21

What is the **main** purpose of appraisals in a business setting?

- A. To determine employee salaries and benefits
- B. To measure and improve employee performance
- C. To promote employees based on personal goals and relationships
- D. To set company-wide policies and procedures

22

What is the **main** purpose of using a Gantt chart in project management?

- A. To allocate resources effectively across multiple projects
- B. To evaluate team performance against objectives
- C. To identify potential risks within the project
- D. To visually represent the timeline of project tasks

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What type of organisation typically reinvests finances back into the business rather than distributing them to owners or shareholders?

- A. Non-profit organisation
- B. Partnership organisation
- C. Private limited company
- D. Sole trader

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Which of the following is a part of the project execution phase?

- A. Assessing project outcomes
- B. Completing project tasks
- C. Creating a project charter
- D. Planning project resource allocation

25

Which of the following is a typical feature of a tall organisational structure?

- A. Decision-making at all levels of the organisation
- B. Fewer levels of management
- C. Short communication channels
- D. Well-defined roles and responsibilities

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What is a potential effect of high inflation on an organisation?

- A. Increased demand for products
- B. Increased purchasing power
- C. Rising costs for goods and services
- D. Rising employee satisfaction and morale

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Which of the following is an example of a social factor that influences business operations?

- A. An economic recession
- B. Changes in tax legislation
- C. Shifting consumer preferences
- D. Technological innovation

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What is the **main** aim of a whistleblowing policy in an organisation?

- A. To assess the safety of workspaces
- B. To provide guidance on wage policies
- C. To protect employees who report unethical practices
- D. To support customers with complaints

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Which of the following project management principles emphasises the effective use of resources?

- A. Controlling
- B. Evaluating
- C. Leading
- D. Securing

30

Why **must** businesses understand legal changes in their operating environment?

- A. To enhance product development cycles
- B. To ensure compliance and avoid penalties
- C. To maintain competitive pricing strategies
- D. To reduce the cost and complexity of supply chain management

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In which of the following situations is using one-on-one meetings appropriate as a method of stakeholder management?

- A. To announce significant changes without seeking further input
- B. To communicate routine updates to all stakeholders individually
- C. To distribute generic information to multiple stakeholders
- D. To engage stakeholders with high influence on a sensitive topic

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Which business principle ensures that all processes are regularly checked for accuracy and reliability?

- A. Corporate governance
- B. Integrity assurance
- C. Opportunity cost
- D. Quality control

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Why is understanding the political environment **key** for an organisation?

- A. It aids in anticipating changes that may impact operations
- B. It allows organisations to predict employee behaviour
- C. It ensures higher employee retention rates
- D. It helps to manage supply chain efficiency

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What distinguishes a client from other types of stakeholders?

- A. Clients are directly responsible for product quality control
- B. Clients are generally involved in an organisation's daily operations
- C. Clients influence an organisation's internal policies
- D. Clients purchase services specifically designed for their needs

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Which of the following methods is commonly used to understand stakeholder influence on a project?

- A. Communication strategy
- B. Market analysis
- C. Power/interest grid
- D. Resource allocation

36

How does stakeholder mapping benefit an organisation?

- A. By detailing the financial impact of each stakeholder
- B. By identifying areas for employee development and training
- C. By organising stakeholders based on influence and interest
- D. By providing insights into product pricing strategies

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What is a **key** aspect of effective communication in project management?

- A. Engaging in informal conversations with team members
- B. Listening attentively to team feedback and concerns
- C. Sharing updates and progress through written reports
- D. Using technical jargon to demonstrate expertise

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Which of the following is a potential result of new import tariffs on a business?

- A. Decreased production capacity
- B. Decreased spending on employee training
- C. Increased costs for imported materials
- D. Increased spending on employee salaries

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How can technological advancements influence a business?

- A. By decreasing competition and growth
- B. By improving efficiency and productivity
- C. By reducing the need for product development
- D. By weakening customer satisfaction

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How can the level of regional productivity affect local businesses?

- A. Higher productivity can enhance competitiveness
- B. Higher productivity can lead to increased operational costs
- C. Lower productivity levels ensure businesses can focus on marketing
- D. Lower productivity levels result in higher employee satisfaction

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How does a sudden change in government policy affect a business?

- A. By enhancing a company's internal communications
- B. By improving relationships with existing customers
- C. By reducing the importance of supply chain management
- D. By requiring adjustments to comply with new regulations

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How can suppliers impact an organisation's operations?

- A. By controlling the availability of necessary resources
- B. By determining the wages of employees
- C. By influencing the company's organisational structure
- D. By setting the organisation's long-term goals

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Which of the following is a **key** aspect of an organisation's relationship with shareholders?

- A. Conducting product testing and quality assurance
- B. Discussing organisational vision and financial performance
- C. Offering employee benefits and work-life balance initiatives
- D. Providing onsite training to improve operational skills

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What does cash flow represent in a business?

- A. The balance of money owed to a company
- B. The movement of money in and out of a business
- C. The number of products produced each month
- D. The total amount of sales made in a year

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How can a change in the ruling political party immediately affect an organisation's operations?

- A. It always produces a consistent economic climate suitable for growth
- B. It leads to regulations being amended, affecting procedures
- C. It only impacts an organisation if they are funded by the government
- D. It stabilises an organisation's finances and market conditions

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Which of the following is an example of a transformational change in a business?

- A. Implementing a minor update to a software tool
- B. Moving from a traditional to a digital business model
- C. Rearranging the seating layout in an office
- D. Replacing old equipment with newer models

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What type of planning involves preparing for future leadership roles in an organisation?

- A. Contingency planning
- B. Operational planning
- C. Strategic planning
- D. Succession planning

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What effect can an increase in interest rates have on a business's financing options?

- A. It may eliminate the need for financial planning
- B. It may encourage more borrowing for expansion
- C. It may lead to higher costs for existing loans
- D. It may reduce the cost of capital for projects

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How can a project manager demonstrate flexibility when leading a team?

- A. By adapting to changes and adjusting plans as necessary
- B. By encouraging the team to find their own solutions to issues and setbacks
- C. By consistently revisiting initial project goals to reinforce priorities
- D. By delegating decision-making authority to their team for routine tasks

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Why is the planning stage essential in project management?

- A. It focuses on evaluating the project's effectiveness
- B. It provides a strategic direction for resource distribution
- C. It serves as a register for employee attendance during the project
- D. It simplifies team member communication





**Level
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