

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

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

Which of the following methods is useful for understanding the influence and interest of those involved in a project?

- A. Employee satisfaction survey
- B. Financial auditing
- C. Market segmentation
- D. Stakeholder mapping

2

The **main** influence on the 'span of control' within an organisation is the:

- A. geographic location that the organisation serves
- B. number of employees that are on management training courses
- C. overall size and structure of the organisation
- D. sector in which the organisation operates

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What is protected under the current Copyright, Designs and Patent Act?

- A. Employee relations
- B. Employees' health and safety
- C. Intellectual property rights
- D. Personal data of staff members

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What is the appropriate focus when communicating with stakeholders who have high power and high interest?

- A. Avoiding engaging in difficult conversations
- B. Involving them in key decision-making
- C. Keeping communication to critical subjects
- D. Sending occasional updates

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What does total quality management (TQM) in project management focus on?

- A. Allocating resources among project tasks
- B. Continuous improvement in all aspects of the project
- C. Setting deadlines for project tasks
- D. Tracking the overall cost of the project

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What role does stakeholder analysis play in project management?

- A. It assesses the influence on a project
- B. It determines the market value of the project
- C. It evaluates the project costs
- D. It identifies the project timelines

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To ensure that **employees** are trained in key health and safety regulations, businesses should:

- A. ensure each new starter shadows an experienced person
- B. have each new starter undertake a health and safety test in their first week
- C. organise health and safety training to be undertaken during induction
- D. restrict employment to those who have already achieved a health and safety qualification

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In a commercial organisation, **all** employees are also:

- A. competitors
- B. shareholders
- C. stakeholders
- D. suppliers

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Which of the following is a common feature of organisations in the private sector?

- A. A focus on generating profit
- B. A mandate to serve the public interest
- C. A reliance on government funding
- D. An exemption from taxation

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How do tariffs affect international trade?

- A. They decrease product costs
- B. They increase trade barriers
- C. They reduce trade import duties
- D. They stabilise foreign exchanges

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What does the current Freedom of Information Act allow individuals to do?

- A. Access private company financial records
- B. Access the personal information of employees
- C. Request commercial contracts of private companies
- D. Request information held by public authorities

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How can an organisation effectively manage relationships with 'unaware' stakeholders?

- A. By assuming they will remain uninvolved throughout
- B. By engaging them with introductory information
- C. By excluding them from essential communication
- D. By informing them only when information is requested

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A characteristic of democratic leadership in project management is that it:

- A. allows team members to make their own decisions and be fully responsible for their project tasks
- B. ensures the team leader makes all of the decisions and has full control over the project
- C. removes all autonomy from the team and removes responsibility from the team leader
- D. takes the opinions and ideas of team members into account so decisions are made collectively

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In the last decade, the external factor that has **most** impacted high street retailers is:

- A. employee shortages
- B. increased regulation
- C. local competitors
- D. the internet

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How does an economic recession impact a business's revenue?

- A. It increases because of lower production costs
- B. It is likely to increase due to higher consumer spending
- C. It might decrease as consumers cut back on spending
- D. It remains unchanged regardless of the economic climate

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Which of the following is an **internal** stakeholder?

- A. Company partners
- B. Suppliers to the organisation
- C. The board of directors
- D. The local community

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Corporate social responsibility is a way for organisations to ensure:

- A. business operations are conducted in an ethical way
- B. pension schemes are adequate for all members of staff
- C. that staff are inducted in a timely manner
- D. the wages of employees are paid promptly

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An employee allowing visitors to enter the building **without** signing in is a breach of the current:

- A. Data Protection Act
- B. Employment Rights Act
- C. Equality Act
- D. Health and Safety at Work etc. Act

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What is the **main** purpose of a project dashboard?

- A. To assign project tasks to team members
- B. To detail the project's financial transactions
- C. To display key project metrics in real time
- D. To manage project documentation

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One disadvantage of working in a remote project team is:

- A. an increase in travel needs
- B. increased costs due to the high expenses of team members
- C. less collaboration with other team members
- D. less responsibility for employees

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How does quality assurance differ from quality control?

- A. Quality assurance is a reactive process, while quality control is proactive
- B. Quality assurance is a short-term process, while quality control is long-term
- C. Quality assurance is focused on marketing, while quality control is focused on finance
- D. Quality assurance prevents defects, while quality control identifies defects

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Which of the following is an example of **indirect** discrimination?

- A. A job advertisement displaying a specific age range
- B. A manager making derogatory comments about an employee's race
- C. A policy that applies to everyone but disadvantages a particular group
- D. An employee being paid less due to their gender

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What type of change involves minor adjustments over time?

- A. Incremental change
- B. Radical change
- C. Structural change
- D. Transformational change

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How does a Gantt chart assist in project management?

- A. By assigning roles and responsibilities
- B. By defining a project's budget
- C. By evaluating project outcomes
- D. By providing a visual timeline of tasks

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The national minimum wage is the minimum pay per hour:

- A. after tax deductions, that all employers must legally pay their employees
- B. after tax deductions, that employers in the public sector must legally pay their employees
- C. before tax deductions, that all employers must legally pay their employees
- D. before tax deductions, that employers in the public sector must legally pay their employees

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Why is the ability to provide clear and concise written communication to a project manager important?

- A. It allows the leader to work independently
- B. It ensures all team members are aware of the project
- C. It helps to avoid any potential misunderstandings
- D. It reduces the need for verbal communication

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One impact of an economic downturn is:

- A. higher investment
- B. improved consumer buying
- C. lower levels of unemployment
- D. rising unemployment

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A company's vision statement will contain a:

- A. description of how the company sees its competitors
- B. detailed account of how the company will achieve its goals
- C. general goal that the company would like to achieve
- D. statement of where the company currently sees itself

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Who are creditors in the context of business finance?

- A. Board members of the company
- B. Customers who have purchased goods or services
- C. Employees who work for the company
- D. Individuals who are owed money by a company

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

- A. Ensuring all employees have received a free eye test
- B. Limiting the use of display screens to 2 hours per day
- C. Providing ergonomic equipment for employees
- D. Replacing display screens every year

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What is the purpose of using a RACI matrix in project management?

- A. To assign responsibilities
- B. To develop marketing campaigns
- C. To establish project costs
- D. To monitor financial performance

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What is a work breakdown structure used for in project management?

- A. To determine the project's financial performance
- B. To evaluate overall employee performance in the project
- C. To outline the project's marketing strategy
- D. To split the project into more manageable components

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An online retailer's product has received several negative comments and it is affecting consumer confidence. The **most** appropriate action to take is to:

- A. ask colleagues and friends to leave positive reviews for balance
- B. politely request that the customers provide evidence
- C. respond by apologising for the issues and ensure that they are resolved
- D. wait for the bad publicity to dissipate and for sales to increase

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What is the **main** purpose of corporate governance?

- A. To ensure accountability within the organisation
- B. To increase the company's market share
- C. To promote employee social activities
- D. To reduce the company's tax liabilities

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What is the **main** purpose of a company's mission statement?

- A. To detail the company's organisational structure
- B. To list the company's employee benefits
- C. To outline the company's history
- D. To state the company's core values

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Economic factors that can impact a business include:

- A. population growth rates, age distribution and market trends
- B. safety regulations, technology advancements and government subsidies
- C. trade regulations, political stability and environmental laws
- D. unemployment rates, exchange rates and interest rates

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Under the current Equality Act, which of the following characteristics is protected from discrimination?

- A. Employment status
- B. Marital status
- C. Number of dependants
- D. Political affiliation

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What is a common feature of non-profit organisations?

- A. They aim to generate a return for shareholders
- B. They focus on charitable objectives
- C. They have a tall organisational structure
- D. They operate solely in the private sector

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What effect can a sudden increase in demand for a product have on a business's supply chain?

- A. It eliminates the need for supplier relationships
- B. It leads to potential delays and higher costs
- C. It reduces the need for inventory management
- D. It simplifies production processes and reduces costs

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What effect does a trade embargo typically have on a business?

- A. It decreases the need for supply chain management
- B. It improves a business's relationship with stakeholders
- C. It increases the availability of foreign products
- D. It restricts access to certain markets and materials

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How can a leader effectively balance delegation and oversight when managing a project?

- A. By allocating tasks based on team members' strengths
- B. By allowing team members to work independently
- C. By assigning all critical tasks to themselves to ensure quality
- D. By micromanaging every task to maintain control

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It is **most** appropriate to discuss learning and development needs with a manager:

- A. during a team meeting
- B. during an appraisal meeting
- C. via a work 'chat' system
- D. via email

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A company's business principles are used to:

- A. ensure employee engagement
- B. identify priorities and inform future decisions
- C. recognise products to sell in new markets
- D. support the review of past actions and strategy

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Which of the following describes a sole trader?

- A. A business owned by its shareholders
- B. A business owned by the government
- C. A business that is run by a single individual
- D. A business that operates as a partnership

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The purpose of a vision statement is to explain a company's:

- A. customer base
- B. desired future image
- C. expected turnover
- D. organisational structure

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What does opportunity cost represent in business decision-making?

- A. Sacrificing the benefits of an alternative option
- B. The cost of production processes
- C. The profit made by the company
- D. Total revenue of the company

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Which of the following is an example of a developmental change?

- A. Changing the company's mission statement
- B. Implementing a new training programme for employees
- C. Merging with another company
- D. Overhauling a company's structure

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Poor cash flow is when:

- A. an organisation borrows money from a creditor to purchase stock
- B. income from sales is insufficient to meet the outgoing expenses
- C. purchases through petty cash are not documented accurately
- D. the payment of salaries is exceeded by income from sales

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The tool used to determine the level of influence stakeholders have on operations is a:

- A. communication plan
- B. conflict resolution
- C. power/interest grid
- D. risk management

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Within a project, where a stakeholder engagement level is assessed as 'leading', the stakeholder is:

- A. actively engaged in ensuring project changes are successful
- B. hesitant to embrace project changes and keen to support the status quo
- C. not yet involved with the project directly, but is supportive of changes
- D. supportive of the changes being brought about by the project

Level 3

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