Paper Code: M-EPA-BA3004

## Highfield Level 3 End-Point Assessment for Business Administrator -Mock EPA Knowledge 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.

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.

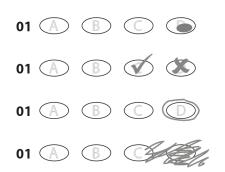
If you make a mistake, ensure you erase it thoroughly.

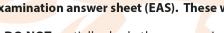
You must mark your choice of answer by shading in **ONE** answer circle only. Please mark each choice like this:

01 (A) (B) (C) (

ANSWER COMPLETED CORRECTLY

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





DO NOT partially shade the answer circle ANSWER COMPLETED INCORRECTLY

DO NOT use ticks or crosses
ANSWER COMPLETED INCORRECTLY

DO NOT use circles ANSWER COMPLETED INCORRECTLY

**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?

- 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

6

### 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

7

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

#### 13

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

14

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



#### 16

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

#### 17

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

#### 25

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

#### 26

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

#### 27

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



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

29

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



#### 31

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

#### 33

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

#### 34

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

#### 35

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

36

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

#### 37

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

38

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

#### 41

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

#### 43

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

44

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

45

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



#### 46

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

#### 47

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

#### 48

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
- It identifies areas for improvement to ensure objectives are met

# 

#### 49

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



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

#### **Highfield Qualifications**

Highfield ICON First Point Balby Carr Bank Doncaster South Yorkshire DN4 5JQ United Kingdom

01302 363277 info@highfield.co.uk www.highfieldqualifications.com

M-EPA-BA3004

Page 8