

Paper Code: M-EPA-BA3002

Level 3

Business Administrator Mock 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.

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

The **most** appropriate definition of 'niche marketing' is targeting:

- A. a broad range of consumers who are interested in specialist products or services
- B. consumers who are within a specific age range who are interested in a broad range of products or services
- C. a broad range of customers who regularly purchase expensive products
- D. a narrowly defined group of potential customers who are interested in a specialist product or service

2

An example of an internal stakeholder is:

- A. a member of the board of directors
- B. the local community
- C. a customer
- D. a government official

3

A statement outlining the organisation's reason for operating and the importance of its work is **best** described as the organisation's:

- A. values
- B. structure
- C. purpose
- D. business plan

4

Which of the following scenarios would **always** require a company to review some of their internal policies?

- A. Changes in the supply chain
- B. Changes to employment legislation
- C. Change of government
- D. Recruitment of new staff

5

Before taking any personal data from a customer you **must**:

- A. tell them about the operational structure of your business
- B. create an electronic database
- C. design your data collection form
- D. obtain consent

6

It is important to adopt a proactive approach when communicating with stakeholders. Adopting a proactive approach means:

- A. accepting change without challenging it
- B. responding to events after they have happened
- C. eliminating problems before they appear
- D. reacting to a problem as it occurs

7

Incremental change involves:

- A. developing and implementing a series of improvements over time
- B. replacing existing processes or systems in a one-off activity
- C. implementing an immediate shift in working culture
- D. reinforcing the rationale for improvements

8

A new market is:

- A. a strength for an organisation
- B. a weakness for an organisation
- C. an opportunity for an organisation
- D. a threat to an organisation

9

The purpose of a workplace policy is to:

- A. communicate the intended direction of the organisation
- B. establish guidelines for best practices in particular work situations
- C. monitor financial transactions and provide a balance sheet
- D. describe the general tasks and duties of a position

10

The correct order of engagement levels in the stakeholders engagement assessment matrix is:

- A. unaware, resistant, neutral, supportive, leading
- B. leading, supportive, resistant, unaware, neutral
- C. resistant, supportive, neutral, unaware, leading
- D. supportive, neutral, unaware, leading, resistant

11

The term 'economies of scale' means that:

- A. large organisations are more efficient than smaller ones
- B. large organisations are less efficient than smaller ones
- C. the cost of a product will decrease when the scale of production is increased
- D. the cost of a product will increase when the scale of production is increased

12

An organisation would **most likely** analyse the external factors that affect operations through:

- A. a PEST analysis
- B. a power/interest grid
- C. a resource audit
- D. key performance indicators

13

A matrix organisational structure is an organisation:

- A. where there is only one line of reporting managers
- B. that is divided into smaller groups based on specialised functional areas
- C. that contains a direct chain of command from the top of the organisation to the bottom
- D. where there is more than one line of reporting managers

14

What are a organisation's business principles used for?

- A. To aid in the review of past actions and strategy
- B. To identify priorities and guide future decisions
- C. To enable best practice in employee engagement
- D. To search for new markets to sell products in

15

Which of the following is a protected characteristic under the Equality Act 2010?

- A. Weight
- B. Socioeconomic status
- C. Age
- D. Height

16

An example of an internal force of change is:

- A. customers revising buying habits
- B. a new competitor entering the market
- C. a general election
- D. problems with staff morale

17

The transfer of an organisation away from the public sector is called:

- A. individualisation
- B. privatisation
- C. merger
- D. conveyance

18

How should an organisation manage a stakeholder that has low power and low interest?

- A. Keep them satisfied
- B. Manage them closely
- C. Monitor them
- D. Keep them informed

19

Changes in laws and regulations that affect the business are **best** described as which type of factor?

- A. Environmental
- B. Political
- C. Social
- D. Technological

20

When supplies of a product are falling but demand for that product increases, this can lead to higher prices. What is this an example of?

- A. Tighter regulations
- B. Consumer behaviour
- C. Market forces
- D. Legislation change

21

The number of team members reporting to a line manager is commonly referred to as:

- A. a workforce headcount
- B. a span of control
- C. a chain of command
- D. an organisational hierarchy

22

Which of the following is **not** one of the fundamental of business finance?

- A. Liabilities
- B. Profitability
- C. Assets
- D. Employee feedback

23

A whistle-blower is someone who:

- A. undertakes illegal or unethical actions within an organisation
- B. informs on illegal or unethical actions within an organisation
- C. takes responsibility for illegal or unethical actions within an organisation
- D. decides upon disciplinary action for illegal or unethical actions that have occurred within an organisation

24

One of the **most** significant factors in globalisation is:

- A. the protection of workers' rights
- B. increased tax on exports
- C. development of trade barriers
- D. improvements in transportation

25

Copyright protects:

- A. the organisation's branding and logo
- B. the organisation's procedure for producing its specialist products
- C. personal information of staff
- D. management information systems

26

The **most** appropriate definition of 'innovation' is:

- A. turning an idea into a solution that adds value to the organisation or customer
- B. creating something that has never been made before
- C. producing a dynamic plan for the implementation of a new project
- D. deciding the arrangements of new features of a product or service

27

There is a decline in demand for the product or service an organisation supplies. What is this **likely** to result in?

- A. A rise in price
- B. A fall in price
- C. A decrease in quality
- D. An insufficient supply of goods or services

28

Providing advice, ensuring delivery of the project outputs and the achievement of project outcomes, but not being directly involved in the project is the role of the:

- A. operations team
- B. virtual team
- C. management committee
- D. steering committee

29

Your organisation pays a waste management company to dispose of your confidential waste. Which of the following terms **best** describes their relationship to your business?

- A. Supplier
- B. Internal customer
- C. Shareholder
- D. Client

30

Which of these is **not** part of the purpose of an organisation's vision statement?

- A. Aids decision making
- B. Helps maintain focus
- C. Defines KPI's for the coming year
- D. Helps to define company culture

31

Which of the following is **not** a form of intellectual property protection?

- A. Trademark
- B. Data protection
- C. Patent
- D. Copyright

32

The **most** appropriate definition of a contingency plan is:

- A. the primary course of action used to achieve a business objective
- B. a proposal which focuses on high-level options, setting the main priorities
- C. a blueprint setting out the growth and expansion intentions of an organisation
- D. a course of action to be followed if a preferred plan provides unwanted results

33

Which of these is a recognised project management cycle?

- A. Initiation, Planning, Execution, Closure
- B. Plan, Act, Do, Check
- C. Learn, Apply, Adapt, Review
- D. Conceptualise, Experiment, Experience, Reflect

34

What is the purpose of an organisation's mission statement?

- A. It outlines an organisation's method of work, policies and procedures
- B. It defines the organisation's culture, values, ethics, fundamental goals, and agenda
- C. It details the structure of the company including all internal and external stakeholders
- D. It defines the organisation's culture, values, internal and external stakeholders

35

Which of the following governs what employers can expect from employees, what employers can ask employees to do, and employees' rights at work?

- A. Equal Pay Act 1970
- B. Employment Protection Act 1975
- C. Pension law
- D. Employment law

36

An example of an external change force within an organisation is:

- A. an increase in consumer spending
- B. an online marketing promotion of its products
- C. the resignation of a branch manager at one of its stores
- D. its introduction of an apprenticeship programme for school leavers

37

Which of the following tools can be used to determine the levels of influence that your stakeholders have on operations?

- A. Eisenhower Matrix
- B. RACI matrix
- C. GANTT chart
- D. Power/interest grid

38

You notice a colleague allowing visitors to enter the building without signing in. Which of the following regulations is this **most likely** to be a breach of?

- A. Equality Act 2010
- B. Health and Safety at Work etc. Act 1974
- C. Employment Rights Act 1996
- D. The Data Protection Act 2018

39

Which of the following leadership styles would be **most** appropriate in a small project where all team members are highly skilled and motivated?

- A. Autocratic
- B. Democratic
- C. Transformational
- D. Coaching

40

The **main** reason for a company to have a vision statement is to explain:

- A. how the company is structured
- B. who their customers are
- C. their expected turnover
- D. how the company hopes to progress

41

When managing a project, unresolved conflict with stakeholders will **most likely** result in:

- A. more stakeholders becoming aware of the project
- B. an increase in the number of stakeholders engaged in the project
- C. the development of barriers to cooperation and collaboration
- D. an improved possibility of promotion

42

Which of the following is an **important** external factor to an internationally-trading organisation?

- A. Employee satisfaction
- B. Quality Control
- C. Production quantity
- D. Currency exchange rate

43

The person ultimately responsible for the success of the project, defining the objectives and approving changes in scope is known as the:

- A. project manager
- B. chief executive officer
- C. company director
- D. project sponsor

44

Which of these is **not** a stakeholder to a commercial organisation?

- A. Employees
- B. Customers
- C. Suppliers
- D. Competitors

45

The **main** purpose of a project communication plan is to document:

- A. contact details for the project delivery team
- B. actions agreed in meetings
- C. receipt of emails from stakeholders
- D. the type and frequency of stakeholder communications

46

As a minimum, a low-risk workplace **should** have a:

- A. qualified first-aider only
- B. first-aid box and a trained first aider
- C. first-aid box and an appointed person
- D. first-aid box only

47

Which of the following tools can be used to identify who is responsible for different project objectives and actions?

- A. RACI matrix
- B. Risk assessment
- C. Resource analysis
- D. Power/interest grid

48

In order to identify reasons for poor performance with a staff member, which of the following techniques **should** a leader use?

- A. Negotiation
- B. Discipline
- C. Constructive feedback
- D. Active listening

49

An employee's net pay is:

- A. the total amount of take-home pay after deductions
- B. the amount of variable deductions, such as tax and National Insurance
- C. the amount of tax paid to Her Majesty's Revenue and Customs (HMRC)
- D. the full pay before tax or National Insurance have been deducted

50

Which of the following documents can be used to propose a project to senior leaders?

- A. GANTT chart
- B. Work breakdown structure
- C. Business case
- D. Project management plan

Level 3

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