

Paper Code: M-EPA-TLS3004

Level 3

Team Leader/Supervisor - 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 **30 multiple-choice** questions.

The minimum pass mark is **15 correct answers**.

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.

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Which of the following is a **key** reason for an organisation to have policies on pay that reflect legal requirements?

- A. It ensures compliance with minimum wage standards
- B. It guarantees flexibility in working hours
- C. It maintains a fair staff benefits programme
- D. It offers opportunities for professional development

2

What is the **main** purpose of performance benchmarking?

- A. Establishing a reward system
- B. Providing constructive feedback
- C. Reviewing productivity against standards
- D. Tracking employee attendance patterns

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

- A. Increasing profits through aggressive marketing strategies
- B. Ensuring that policies and procedures are followed to control the company
- C. Establishing a competitive advantage in the global and domestic markets
- D. Promoting social media engagement among employees

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Which of the following is a **main** focus of a work breakdown structure (WBS)?

- A. Analysing financial implications of project decisions
- B. Creating a timeline for stakeholder communications
- C. Dividing the project into smaller, manageable tasks
- D. Determining the team structure and hierarchy

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Which of the following is a typical activity undertaken in the planning phase of the project lifecycle?

- A. Allocating resources and scheduling tasks
- B. Closing out contracts and releasing resources
- C. Gathering feedback from end-users and stakeholders
- D. Managing changes and implementing adjustments

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What is the **main** focus of a democratic leadership style?

- A. Building consensus and encouraging participation
- B. Fast decision-making without consulting the team
- C. Providing a high level of personal freedom to team members
- D. Setting high expectations and leading by example

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How does the use of technology enhance data security within an organisation?

- A. By allowing unrestricted data file sharing among employees
- B. By encrypting data to prevent unauthorised access
- C. By ensuring data is always stored offline
- D. By sharing all data with external partners regularly

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What is the **first** step in managing a conflict between 2 stakeholders?

- A. Addressing the issue publicly
- B. Determining the root cause of the disagreement
- C. Focusing on 1 stakeholder's concerns only
- D. Removing 1 stakeholder from the discussion

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What is the **first** step in implementing an operational plan within a team?

- A. Analyse the previous plan for improvements
- B. Communicate the plan's goals and tasks to the team
- C. Encourage team members to make personal changes
- D. Review past performance metrics and achievements

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Which of the following is an effective way to ensure teams work together towards a common goal?

- A. Allocating different goals to each team without overlap
- B. Establishing shared goals for all teams
- C. Focusing on individual team success only
- D. Fostering competition between teams

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Why is regular coaching valuable for employee development?

- A. It helps employees take on additional roles within the team
- B. It motivates employees through external rewards
- C. It reduces the overall workload for employees
- D. It strengthens employees' decision-making abilities

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What project management tool is typically used for illustrating the sequence of tasks and their dependencies?

- A. Critical path analysis
- B. Process flow chart
- C. Product breakdown structure
- D. Resource allocation chart

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Which of the following is a **main** benefit of having a strategic plan for an organisation?

- A. Boosting employee morale through competitive salaries
- B. Creating a detailed list of daily responsibilities
- C. Ensuring decisions are made based on long-term goals
- D. Providing immediate solutions to operational problems

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How does handling poor performance benefit the team overall?

- A. It creates more opportunities for promotions
- B. It ensures better alignment with objectives
- C. It improves overall team attendance
- D. It reduces the need for further training

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Which of the following is a **key** characteristic of Tuckman's team development theory?

- A. Identifying distinct stages a team progresses through
- B. Prioritising tasks over team satisfaction
- C. Setting individual goals for team members
- D. Using financial incentives to motivate team members

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When is it appropriate for a project manager to identify potential risks?

- A. After a project's completion and when informing future projects
- B. At the beginning of the project and throughout its duration
- C. Before securing funding to ensure financial stability
- D. During the execution phase to address current issues

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Which of the following is a **main** purpose of data management in a business setting?

- A. To convert raw data into meaningful insights for decision-making
- B. To eliminate unnecessary paperwork within the organisation
- C. To monitor employee activity during work hours
- D. To provide data to external parties without restriction

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Which motivation theory is based on the belief that employees are motivated by outcomes they expect from their efforts?

- A. Herzberg's Hygiene Factors
- B. Maslow's Hierarchy of Needs
- C. McGregor's X and Y Theory
- D. Vroom's Expectancy Theory

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What role does empathy play in stakeholder management?

- A. It ensures compliance with all stakeholder requests
- B. It helps in understanding stakeholder perspectives
- C. It increases stakeholder financial contributions
- D. It lowers the chances of stakeholder engagement

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What is the appropriate action to take to address a sensitive issue with a member of the team?

- A. Allow other team members to contribute to the conversation
- B. Choose a private setting and maintain confidentiality
- C. Make the discussion public to increase trust and transparency
- D. Use generalised feedback rather than being specific

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How can a team leader ensure resources are effectively managed?

- A. By allocating all resources equally across tasks
- B. By focusing only on resources that need improvement
- C. By matching resources to the specific needs of each task
- D. By redistributing resources at certain project milestones

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Which of the following applies to the role of a project manager?

- A. Assigning project tasks based on stakeholder preferences
- B. Ensuring project objectives are met by co-ordinating the team
- C. Financing future project developments personally
- D. Shaping the project's direction by gathering market data

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Which HR policy is directly influenced by equality and diversity legislation?

- A. Administering pay and bonus schemes
- B. Ensuring inclusive hiring practices
- C. Organising team development activities
- D. Providing flexible working hours

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Which of the following is a **key** benefit of using team meetings to share information?

- A. It allows for private individual feedback sessions
- B. It enables face-to-face interaction for immediate clarification
- C. It ensures confidentiality between 2 team members
- D. It sends written updates to multiple teams

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Which organisational culture is known for fostering a family-like environment with a focus on loyalty?

- A. Adhocracy culture
- B. Clan culture
- C. Market culture
- D. Role culture

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What is the **main** factor in determining value for money for customers?

- A. Cost of purchase alone
- B. Initial supplier reputation
- C. Overall quality throughout the product's lifecycle
- D. Quantity of goods received compared to competitors

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Which of the following actions ensures that all participants feel heard during a meeting?

- A. Encouraging everyone to share their viewpoints and opinions
- B. Limiting discussion to a single perspective to ensure alignment
- C. Only allowing senior members to speak as they have authority
- D. Summarising all opinions and making decisions unilaterally

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How can a team leader effectively manage the budget they oversee?

- A. By allowing team members to spend freely as necessary
- B. By focusing only on income generation to fund future team projects
- C. By monitoring spending patterns and making adjustments
- D. By strictly following the original budget without adjustments

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Why is promoting diversity in the workplace beneficial?

- A. It brings a variety of perspectives to problem-solving
- B. It decreases the need for teamwork
- C. It ensures only the majority culture is represented
- D. It fosters opportunities for lone working

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Which of the following is a **key** reason for ensuring a meeting is chaired effectively?

- A. To allow participants to always speak freely about topics of concern
- B. To ensure discussions stay on track and objectives are met
- C. To leave agenda items flexible and open to change
- D. To minimise the time allocated for participant input





Level
3

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