

Paper Code: M-EPA-TLS3005**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 marked.

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

**M-EPA-TLS3005
ANSWERS**

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** purpose of aligning different teams with organisational objectives?

- A. It ensures consistent communication and teamwork
- B. It increases individual project budgets and finances
- C. It reduces the need for organisational performance evaluations
- D. It simplifies the team's overall organisational structure

2

Which of the following is a **key** reason for identifying issues promptly during a project?

- A. It allows for more effective team training and skill development
- B. It enables the team to correct actions quickly
- C. It helps in adjusting project timelines without consequences
- D. It reduces the overall project costs significantly

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What is a **key** reason for an organisation to have policies on pay that reflect legal requirements?

- A. Ensuring compliance with minimum wage standards
- B. Guaranteeing flexibility in working hours
- C. Maintaining a fair staff benefits programme
- D. Offering opportunities for employee progression

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How does coaching improve individual performance?

- A. It builds confidence through regular support and guidance
- B. It enhances the leader's ability to monitor every task closely
- C. It increases team size to distribute workload more effectively
- D. It provides employees with direct access to financial rewards

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How can a manager effectively raise concerns with their team about recurring lateness?

- A. Arrange for private meetings with each team member regardless of their punctuality
- B. Discuss the concern with the team as a whole and encourage solutions
- C. Highlight the issue in a general email without naming individuals
- D. Impose a penalty system with immediate effect for all late arrivals

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Why is it important for organisations to uphold equality and diversity policies?

- A. They help prevent discrimination and promote fairness
- B. They increase the focus on financial performance only
- C. They support a single viewpoint for decision-making
- D. They reduce focus on individual talents

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Which of the following is a **key** reason for considering both internal and external stakeholders in a project?

- A. To ensure alignment with the company's marketing strategy
- B. To increase the likelihood of stakeholder investment
- C. To recognise various interests that may affect the project
- D. To reduce the number of stakeholders involved in the project

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How does a task culture typically operate within an organisation?

- A. It creates flexible teams to complete specific projects
- B. It maintains strict compliance with established procedures
- C. It relies on a single leader to make organisational decisions
- D. It structures the organisation around individual skills

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How does a team leader typically contribute to a project?

- A. By analysing business trends that impact the project
- B. By overseeing tasks and supporting members as needed
- C. By sending project communications to external stakeholders
- D. By tracking financial expenses and reporting to investors

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What is the **main** objective of the execution phase of a project?

- A. Estimating the cost of future projects
- B. Implementing the tasks outlined in the project plan
- C. Preparing initial project documentation
- D. Reviewing final project deliverables

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Which of the following is an essential step in addressing shortfalls in sales budgets?

- A. Accepting the losses as part of business risk
- B. Creating an action plan to enhance sales performance
- C. Focusing solely on reducing expenses in other departments
- D. Halting all promotional sales activities immediately

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How does setting clear objectives benefit performance management?

- A. It helps build trust within the team
- B. It provides a basis for assessing progress
- C. It reduces the need for team meetings
- D. It supports team member promotions

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How can a team leader use Frederick Taylor's Scientific Management Theory in team management?

- A. By assigning tasks based on employees' strengths
- B. By evaluating personal goals in appraisals
- C. By focusing on efficient task processes
- D. By providing recognition for individual achievements

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Which of the following is a **key** benefit of using noticeboards to communicate with a team?

- A. It allows team members to check for updates at their convenience
- B. It provides immediate verbal feedback to team members
- C. It requires all team members to respond to information in real time
- D. It sends alerts directly to individual team member's devices

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Why is it **key** to provide constructive feedback in a performance review?

- A. It builds rapport between employees
- B. It demonstrates leadership skills
- C. It guides improvement and growth
- D. It reduces the frequency of appraisals

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What is the purpose of analysing the power and interest of stakeholders?

- A. To decide on the project's marketing strategy
- B. To determine how to communicate with each stakeholder
- C. To enhance stakeholder investment opportunities
- D. To increase overall company profits

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How can technology support a project manager in delivering a project?

- A. By automating all tasks without human oversight
- B. By enabling communication and collaboration among team members
- C. By focusing on budget management and funding associated with the project
- D. By eliminating the need for regular project updates

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Which of the following describes the **main** difference between data and information?

- A. Data is organised, whereas information is raw and unstructured
- B. Data is numbers and figures, whereas information is usually text
- C. Data is stored digitally, whereas information is stored physically
- D. Data is unprocessed facts, whereas information is processed and meaningful

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How can a team leader ensure that the operational plan is effectively implemented?

- A. By allowing team members to complete tasks in any order
- B. By making daily changes to the overall plan and long-term objectives
- C. By monitoring progress and providing regular feedback
- D. By reducing the scope of the plan to fit individual preferences

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Which leadership style involves the leader providing minimal guidance to their team?

- A. Autocratic
- B. Democratic
- C. Laissez-faire
- D. Transformational

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How are checks and balances described in organisational governance?

- A. A method to enhance employee productivity
- B. A strategy to improve financial forecasting accuracy
- C. A system to prevent excessive power accumulation by any single individual
- D. A way to concentrate decision-making power within the executive team

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Which of the following is an essential step in achieving value for money when planning a project?

- A. Considering customer feedback after the project is complete
- B. Evaluating the total cost of ownership including maintenance
- C. Focusing exclusively on upfront costs rather than total impact
- D. Selecting the first available vendor on initial impressions

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How does an organisational strategy assist in the growth of a company?

- A. By identifying immediate needs in customer service
- B. By setting up frameworks to achieve long-term objectives
- C. By simplifying the process of hiring new employees
- D. By specifying a particular approach to day-to-day tasks

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Which of the following is required under the current Statutory Sick Pay (SSP) Regulations?

- A. Aligning pay with living wage legislation
- B. Covering specific absences due to illness
- C. Providing additional health benefits
- D. Supporting maternity pay leave requests

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Which of the following is a common barrier to change that team leaders need to address?

- A. A lack of a clear vision for the change process
- B. Employees refusing any changes to current resources
- C. Overly detailed plans for resource management
- D. Unrelated external factors affecting workload

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Which of the following is a suitable approach to facilitating a meeting when team members have conflicting views?

- A. Allowing each team member to express their view without interruption
- B. Emphasising areas of disagreement at the end to address them individually
- C. Quickly moving past conflicting views to maintain a positive tone
- D. Selecting 1 team member to represent all viewpoints for simplicity

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Which of the following is an effective way to begin a challenging conversation with a team member who has failed to meet their performance targets?

- A. Acknowledge the team member's strengths before discussing areas of concern
- B. Ask another team member to explain their own experience with meeting targets
- C. Directly present team members with the consequences of not achieving their targets
- D. Inform the team member of the specific disciplinary actions that may follow

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Which of the following is a **key** reason for ensuring data is analysed accurately?

- A. To avoid unnecessary data duplication
- B. To comply with marketing campaign guidelines
- C. To confirm that business decisions are well-informed
- D. To simplify the data entry process for employees

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What is the **main** focus of people management in an organisation?

- A. Aligning individual career goals with organisational objectives
- B. Emphasising financial incentives for team performance
- C. Limiting team meetings to improve organisational productivity
- D. Promoting uniform objectives for all departments

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What is the **main** role of funding in a project?

- A. To ensure team members remain motivated throughout the project
- B. To limit the scope of the project to reduce costs to the business
- C. To oversee the project performance of individual team members
- D. To provide the necessary financial resources to complete the project



**Level
3**



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