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:
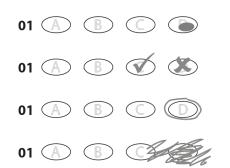For each question, fill in **ONE** answer **ONLY.**
If you make a mistake, ensure you erase it thoroughly.
You must mark your choice of answer by shading in **ONE** answer circle only.
Please mark each choice like this:

01 (A) (B) (C) ⬤   **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) (C⨯⨯⨯)   **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

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

3

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

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