

**4475-501 SAMPLE**

**Level 2 Business and Administration**

Principles of personal responsibilities and working  
in a business environment

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- This paper contains **20** questions.
  - Each question shows **four** possible answers (lettered 'a', 'b', 'c' and 'd'); only **one** is correct.
  - Circle the **correct** answer.
  - Attempt all questions. If you find a question difficult, leave it and return to it later.

SAMPLE

1. Which one of the following documents details an employee's hours of work?
  - a. Human resources manager.
  - b. Contract of employment.
  - c. Person specification.
  - d. Staff handbook.
  
2. Which one of the following is covered by the Equality Act 2010?
  - a. Health and safety.
  - b. Recruitment.
  - c. Working hours.
  - d. Reporting injuries.
  
3. An external source of information on employee rights is
  - a. an HR manager
  - b. a staff handbook
  - c. a trade union
  - d. the intranet.
  
4. Which one of the following is a benefit of a diverse work force?
  - a. Wider pool of staff experience.
  - b. Extra days off for ethnic holidays.
  - c. Everybody is treated the same.
  - d. Greater chances of promotion.
  
5. Carrying out risk assessments is the responsibility of the
  - a. employee
  - b. HSE
  - c. employer
  - d. HR department.
  
6. Which one of the following is the **main** reason an organisation has a procedure for stock control?
  - a. To correctly store stationery.
  - b. To prevent misuse or theft.
  - c. To employ a control clerk.
  - d. To complete requisitions.

7. If an item of electrical equipment is faulty, it must **immediately** be

- a. checked
- b. reported
- c. repaired
- d. replaced.

9. The cheapest way of communicating product information to a select group of customers is by

- a. courier
- b. phone
- c. email
- d. hand.

8. Which one of the following is a formal written method of communication?

- a. Presentation.
- b. Interview.
- c. Letter.
- d. Email.

10. Active listening means

- a. listening while completing other tasks
- b. giving the speaker your full attention
- c. eye contact and positive body language
- d. taking a full part in the negotiations.

SAMPLE

11. It is **most** important to find out the standard of work expected in a task in order to

- a. complete it as required
- b. please the manager
- c. receive a bonus
- d. avoid revisions.

12. The **main** benefit of taking on new challenges at work is

- a. extra pay
- b. experience
- c. extra work
- d. overtime.

13. Treating colleagues with consideration is **most** important for

- a. team productivity
- b. a good atmosphere
- c. building a reputation
- d. being professional.

14. It is **most** important to meet the deadline for tasks in order to

- a. ensure the team's work is not delayed
- b. schedule the tasks in the time required
- c. create a good working atmosphere
- d. avoid a poor performance review.

15. Which one of the following would be **most** useful for planning the day's tasks?

- a. Diary.
- b. Email.
- c. Planner.
- d. To-Do-List.

16. Which one of the following would be the **best** way to notify the manager of a delay to your work?

- a. By leaving a note on their desk.
- b. Informally when you next see them.
- c. Arrange to see them face-to-face.
- d. Emailing them at the end of the day.

17. Which one of the following is **most** likely to improve a person's employability?

- a. Good personal presentation.
- b. Continuous personal development.
- c. Excellent communication skills.
- d. Always completing work to deadline.

19. Which one of the following is **most** likely to affect the day to day work of staff?

- a. Breakdown of systems.
- b. Economic recession.
- c. Industrial action.
- d. Bad weather.

18. SWOT is a technique used

- a. to set specific targets
- b. to outline development
- c. for self-assessment
- d. for analysing work tasks.

20. When a problem arises that will affect the team's budget, an employee should

- a. make cost savings
- b. be more efficient
- c. refer to a supervisor
- d. analyse spending.

SAMPLE