

4475-601 SAMPLE

Level 3 Business and Administration

Principles of personal responsibilities and how to develop and evaluate own performance at work

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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.

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1. The specific terms about the job contained in a contract of employment are known as the
- express terms
 - statutory terms
 - implied terms
 - special terms.
2. Which one of the following provides for the fair treatment of women on maternity leave?
- Employment Relations Act 2002.
 - Employment Rights Act 1996.
 - Working Time Regs 1998.
 - Equality Act 2010.
3. Which one of the following would be the **best** organisation to help resolve a grievance at work?
- TUC.
 - BIS.
 - ACAS.
 - HSE.
4. Which one of the following **best** describes the role of a health and safety officer?
- Makes sure that the accident book is completed properly.
 - Ensures H&S procedures are in place and are followed.
 - Controls and administers the contents of the First Aid box.
 - Ensures the fire extinguishers are checked annually.
5. An organisation's diversity policy outlines
- what its customers can expect of it
 - how it embraces different cultures
 - how changes will be implemented
 - potential new markets to expand into.
6. The minimum recommended temperature for an office working environment is
- 15°C
 - 16°C
 - 17°C
 - 18°C.

7. **All** employees have a health and safety responsibility to

- a. notify their employer if they are to be off sick
- b. seek training on any equipment they use
- c. ensure risk assessments are carried out
- d. take regular breaks when using computers.

8. The purpose of reporting accidents at work is so that they

- a. are recorded in a central book
- b. are prevented from recurring
- c. can be used for compensation
- d. can be analysed for further action.

9. It is **most** important to prioritise work tasks in order to

- a. place them in order of importance
- b. complete them accurately
- c. ensure nothing is forgotten
- d. complete them to their deadlines.

10. The purpose of using SMART techniques when planning work is to

- a. set realistic and achievable targets
- b. communicate targets to the team
- c. analyse what needs to be done
- d. measure specific timeframes.

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11. The **most** important reason for keeping others informed about progress is to
- a. keep the manager informed
 - b. ensure team meetings take place
 - c. ensure targets are achieved
 - d. keep communication channels open.

12. To reduce the negative effects of a high-pressured work environment, it is **most** important to
- a. be realistic about what you can complete
 - b. work as much overtime as you are able
 - c. let others know when you miss deadlines
 - d. work contracted hours and relax after work.

13. Which one of the following is the **most** important benefit of continuous personal development?
- a. Attending training courses.
 - b. Embracing new challenges.
 - c. Improving employability.
 - d. Assessing performance.

14. A Training Needs Analysis identifies
- a. skills gaps
 - b. new leaders
 - c. ways forward
 - d. training courses.

15. Feedback on performance is important to an employee in order to
- a. motivate other staff
 - b. increase retention
 - c. help development
 - d. identify good practice.

16. Which one of the following is **most** likely to lead to career progression?
- a. Using experience.
 - b. Gaining new skills.
 - c. Attending meetings.
 - d. Researching jobs.

17. Which one of the following is **most** likely to prevent an employee completing their own work?

- a. Not enough personnel.
- b. Constant interruptions.
- c. Insufficient stationery.
- d. Scheduled meetings.

18. Which one of the following would be the **most** appropriate way of dealing with unexpected extra work?

- a. Work as many hours as possible.
- b. Take work home at the weekend.
- c. Seek the support of colleagues.
- d. Keep the line manager informed.

19. The negotiation stage of the decision-making process is **most** likely to result in

- a. consultation with others
- b. compromise being made
- c. feedback from colleagues
- d. different views put forward.

20. When making a decision that will affect others, it is **most** important to

- a. implement it on time
- b. inform the staff involved
- c. not exceed your authority
- d. feedback results afterwards.

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