

Level 3 Certificate in Principles of Sales (7711-307)

**Short Answer Questions
for unit 307**
Version: Sample

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Sample

About this document

This document contains all the relevant information for the assessment for the Level 3 unit 307 Principles of personal responsibilities and how to develop and evaluate own performance at work (7711-307).

Further updates to the Marking Scheme may be issued in the future. You can sign up to the monthly newsletter at www.cityandguilds.co/update to be informed of when these occur.

Health and safety

Candidates have responsibilities for maintaining the safety of others as well as their own. Anyone behaving in an unsafe fashion must be stopped and a suitable warning given. A candidate should never be allowed to continue on a paper if they have contravened these requirements. This may seem rather strict but, apart from the potentially unpleasant consequences, each candidate must acquire the habits required for the workplace.

Time Allowances

Time allowances have been allocated for each assessment.

The **Time Allowance** candidates have in order to complete this assessment can be found on the title page of the Paper.

Candidates must complete this assessment in one sitting.

7711-307 Version Sample Principles of Sales

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

Time allowance:
1 hour and 15 minutes

You should have the following for this examination

- one answer book

General instructions

- All questions do **not** carry equal marks. The maximum marks for each section within a question are shown.
- Answer **all 25** questions.

| Question | | Marks |
|----------|--|-------------|
| 1 | a) List four of the items in a contract of employment. b) Explain two of the purposes of a contract of employment. | 6 |
| 2 | State two laws relating to discrimination. | 2 |
| 3 | State two of the key points of the Working Time Regulations 1998. | 2 |
| 4 | Identify one of the external sources of information on employment rights and responsibilities. | 1 |
| 5 | Explain three ways the Health and Safety Executive can assist an employer. | 3 |
| 6 | Identify a representative body that supports employees and explain its purpose. | 2 |
| 7 | Describe three reasons why it is important that organisations have equality and diversity procedures. | 3 |
| 8 | Describe three benefits to an organisation of ensuring equality and diversity policies are followed. | 3 |
| 9 | Explain three responsibilities of an employer for security in an organisation. | 3 |
| 10 | Explain why it is important that an employee adheres to health, safety and security procedures at all times. | 1 |
| 11 | Giving three reasons, explain why it is important that an organisation complies with all Health and Safety legislation. | 3 |
| 12 | Give four reasons, explaining why it is important to prioritise and plan work. | 4 |
| 13 | Identify two of the ways in which work can be planned. | 2 |
| 14 | Using one of the examples in Q 13, describe when it could be used and why. | 2 |
| 15 | Giving three reasons, explain why, when working in a team, it is important to keep others informed when deadlines cannot be met. | 3 |
| 16 | Describe two ways in which pressure can be dealt with in the workplace. | 2 |
| 17 | Explain why a) feedback on personal performance at work should be viewed positively b) personal timescales for improvement should be set. c) personal performance should be regularly reviewed. | 1 1 1 |
| 18 | Explain what a SWOT analysis is and how it can be used to improve personal performance. | 2 |

| | | |
|----|---|--------|
| 19 | Explain three reasons why it is important to encourage feedback from customers on performance. | 3 |
| 20 | Describe a job role and a future career path the role could lead to. | 2 |
| 21 | Describe two of the types of problems that can occur in a team in the workplace. | 2 |
| 22 | a) Give an example of a problem that can occur in the workplace and explain how it could be dealt with. b) Explain what can be done to ensure the problem in A) it does not occur again. | 2 1 |
| 23 | a) Explain two occasions when problems should be referred to relevant colleagues. b) Explain how one of the problems in A should be referred to a relevant colleague in the workplace. | 2 1 |
| 24 | Identify three of the stages in the decision making process. | 3 |
| 25 | Describe two consequences that could occur when an employee makes decisions outside their own level of authority. | 2 |

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