

Paper Code: M-EPA-BA3001
Level 3

Business Administrator

EPA Mock Multiple-choice Test

Information for registered Centres

The seal on this examination paper must only be broken by the learner at the time of the examination.
Under no circumstances should a learner use an unsealed examination paper.

Information for candidates

Under no circumstances should the candidate use an unsealed examination paper.

This examination consists of **50 multiple-choice** questions. The minimum pass mark is 30 correct answers.
 The duration of this examination paper 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 recorded.

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

All candidates **MUST** sign the Examination Answer Sheet (EAS) in the bottom right-hand corner of the page before leaving the examination room.

1

The number of team members reporting to a line manager is commonly referred to as:

- A. a workforce headcount
- B. a span of control
- C. a chain of command
- D. an organisational hierarchy

2

A community interest company (CIC) is primarily concerned with:

- A. providing shareholders with investment opportunities
- B. maximising profits for owners and stakeholders
- C. delivering a service to the public
- D. carrying out purposeful activities for a section of the public

3

The level of management responsible for developing strategic goals is:

- A. line
- B. supervisor
- C. functional
- D. senior

4

One of the most significant factors in globalisation is:

- A. the protection of workers' rights
- B. increased tax on exports
- C. development of trade barriers
- D. improvements in transportation

5

The **most** appropriate example of an organisation's mission statement is:

- A. 'exceeded annual targets for innovation and excellence'
- B. 'to bring inspiration and innovation to every athlete in the world'
- C. '50,000 copies sold every month'
- D. 'perfect with or without sun'

6

The **most** appropriate reason to set goals in an organisation are that they enable:

- A. team members to understand the purpose of their work
- B. shareholders to receive regular dividends on their investments
- C. managers to seek promotion opportunities based on success
- D. customers to benefit from high-quality, low-cost products

7

The structure of an organisation determines:

- A. the frequency and duration of management meetings
- B. the annual leave entitlement for employees
- C. the core values and mission statement of an organisation
- D. how information flows within the organisation

8

An advantage of a flat organisational structure is that employees have:

- A. closer working relationships with their managers
- B. more autonomy
- C. more bureaucracy
- D. greater supervisory control

9

The purpose of a workplace policy is to:

- A. communicate the intended direction of the organisation
- B. establish guidelines for best practices in particular work situations
- C. monitor financial transactions and provide a balance sheet
- D. describe the general tasks and duties of a position

10

You receive an email from the fire safety company your organisation uses, stating that your annual fire risk assessment is due. This company is an example of:

- A. an internal customer
- B. a supplier
- C. an investor
- D. a government representative

11

The correct order of engagement levels in the stakeholders engagement assessment matrix is:

- A. unaware, resistant, neutral, supportive, leading
- B. leading, supportive, resistant, unaware, neutral
- C. resistant, supportive, neutral, unaware, leading
- D. supportive, neutral, unaware, leading, resistant

12

An example of one-way communication with stakeholders is:

- A. a teleconference
- B. posting a status update on a social media platform
- C. attendance at a networking meeting for stakeholders
- D. a radio advertisement

13

It is important to adopt a positive approach when communicating with stakeholders. Adopting a proactive approach means:

- A. accepting change without challenging it
- B. responding to events after they have happened
- C. eliminating problems before they appear
- D. reacting to a problem as it occurs

14

The term 'stakeholder' means:

- A. anyone who is interested in working for an organisation
- B. the organisation's board of directors
- C. all people who hold an interest in the organisation
- D. other organisations that do business with the organisation

15

Where a stakeholder is identified as having high interest and low power, an organisation should:

- A. keep them satisfied
- B. monitor their interests and power
- C. manage them closely
- D. keep them informed

16

When managing a project, unresolved conflict with stakeholders will **most** likely result in:

- A. more stakeholders becoming aware of the project
- B. an increase in the number of stakeholders engaged in the project
- C. the development of barriers to cooperation and collaboration
- D. an improved possibility of promotion

17

An example of an internal customer is:

- A. a regular client who also recommends the services of the organisation to new clients
- B. a representative from the professional body associated with the organisation
- C. an employee of the organisation who is not a shareholder
- D. a shareholder in the organisation who is not an employee

18

Which of the following is **not** a form of intellectual property protection?

- A. Trademark
- B. Data protection
- C. Patent
- D. Copyright

19

Copyright protects:

- A. the organisation's branding and logo
- B. the organisation's procedure for producing its specialist products
- C. personal information of staff
- D. management information systems

20

A whistle-blower is someone who:

- A. undertakes illegal or unethical actions within an organisation
- B. informs on illegal or unethical actions within an organisation
- C. takes responsibility for illegal or unethical actions within an organisation
- D. decides upon disciplinary action for illegal or unethical actions that have occurred within an organisation

21

The authority responsible for enforcing the Health and Safety at Work etc. Act 1974 is the:

- A. Metropolitan Police Service
- B. Health and Safety Executive
- C. British Safety Council
- D. European Council for Safety

22

Diversity in the workplace refers to:

- A. employing an equal number of men and women in the organisation
- B. the range of personal characteristics and experiences of employees
- C. making sure that decisions made are done so democratically
- D. celebrating the religious festivals of all employees equally

23

When using a computer, you should:

- A. sit with your feet flat on the floor or on a footrest
- B. keep your shoulders elevated
- C. ensure that your eyes are at least 100 cm/40 inches from the screen
- D. position your monitor so that your head is tilted in an upward direction

24

When storing documents in a filing cabinet, it is important to:

- A. avoid storing any heavy files
- B. distribute heavy files evenly
- C. store heavy files in lower drawers
- D. store heavy files in upper drawers

25

As a minimum, a low-risk workplace should have a:

- A. qualified first-aider only
- B. first-aid box and a trained first-aider
- C. first-aid box and an appointed person
- D. first-aid box only

26

An example of an internal force of change is:

- A. customers revising buying habits
- B. a new competitor entering the market
- C. a general election
- D. problems in staff morale

27

At the start of a project, a cash flow problem is **most** likely to be caused by:

- A. a high investment in the resources being required for the project
- B. allowing customers too much credit
- C. holding too much stock
- D. employees demanding higher wages due to their increased responsibilities

28

The term 'economies of scale' means that:

- A. large organisations are more efficient than smaller ones
- B. large organisations are less efficient than smaller ones
- C. the cost of a product will decrease when the scale of production is increased
- D. the cost of a product will increase when the scale of production is increased

29

Incremental change involves:

- A. developing and implementing a series of improvements over time
- B. replacing existing processes or systems in a one-off activity
- C. implementing an immediate shift in working culture
- D. reinforcing the rationale for improvements

30

The **most** appropriate definition of 'innovation' is:

- A. turning an idea into a solution that adds value to the organisation or customer
- B. creating something that has never been made before
- C. producing a dynamic plan for the implementation of a new project
- D. deciding the arrangements of new features of a product or service

31

The **most** appropriate definition of 'niche marketing' is targeting:

- A. a broad range of consumers who are interested in specialist products or services
- B. consumers who are within a specific age range who are interested in a broad range of products or services
- C. a broad range of customers who regularly purchase expensive products
- D. a narrowly defined group of potential customers who are interested in a specialist product or service

32

Positive cash flow is when:

- A. income from sales exceeds outgoing expenses of the organisation
- B. purchases through petty cash are documented accurately
- C. a creditor lends money to an organisation to purchase stock
- D. the level of revenue received by an organisation increases month on month

33

The **most** appropriate definition of a contingency plan is:

- A. the primary course of action used to achieve a business objective
- B. a proposal which focuses on high-level options, setting the main priorities
- C. a blueprint setting out the growth and expansion intentions of an organisation
- D. a course of action to be followed if a preferred plan provides unwanted results

34

An employee's net pay is:

- A. the total amount of take-home pay after deductions
- B. the amount of variable deductions, such as tax and National Insurance
- C. the amount of tax paid to Her Majesty's Revenue and Customs (HMRC)
- D. the full pay before tax or National Insurance have been taken off

35

The **most** appropriate example of a direct economic threat to an organisation is:

- A. your competitors introducing a new product
- B. a change of government
- C. a new technological advancement
- D. falling exchange rates

36

The transfer of an organisation away from the public sector is called:

- A. individualisation
- B. privatisation
- C. depublication
- D. conveyance

37

An organisation would **most** likely analyse the external factors that affect operations through:

- A. a PEST analysis
- B. a power/interest grid
- C. a resource audit
- D. key performance indicators

38

An example of an external change force within an organisation is:

- A. an increase in consumer spending
- B. an online marketing promotion of its products
- C. the resignation of a branch manager at one of its stores
- D. its introduction of an apprenticeship programme for school leavers

39

A change in carbon emission restrictions in a local area is an example of:

- A. a trade barrier
- B. an internal change agent
- C. a regulatory and government policy change
- D. a levy

40

A new market is:

- A. a strength for an organisation
- B. a weakness for an organisation
- C. an opportunity for an organisation
- D. a threat to an organisation

41

An example of a direct economic influence on an organisation is:

- A. an update to industry regulation
- B. a change in the demographics of customers
- C. a rise in interest rates
- D. buying habits of customers

42

Excess demand of a product causes:

- A. the market to become saturated
- B. an increase in lower quality products
- C. prices to fall
- D. prices to rise

43

A project goal should be SMART. This means:

- A. specific, memorable, audited, representative, timely
- B. social, memorable, analysed, representative, timely
- C. specific, memorised, analysed, realistic, timely
- D. specific, measurable, achievable, realistic, timely

44

The stage of Tuckman's model of team development where a team starts to appreciate its colleagues' strengths and work towards a common goal is:

- A. forming
- B. storming
- C. norming
- D. performing

45

When managing project resources, a just-in-time (JIT) system:

- A. ensures items are delivered when they are needed
- B. waits until the last moment possible to complete each task
- C. ensures stakeholders receive updates on a regular basis
- D. ensures team members work within allocated hours

46

To minimise the possibility of threats that may affect a project, the **most** appropriate action to take is to:

- A. plan every action carefully, instruct the project team clearly, leaving no room for ambiguity
- B. carry out a risk analysis, identifying threats, probability and impact, then develop actions to reduce identified risks
- C. only involve employees from within your own department, who you know can be trusted
- D. record any errors made by individuals and undertake root cause analysis to reduce the likelihood of the errors reoccurring

47

Four key responsibilities involved with project management are:

- A. planning, creating, manufacturing and presenting
- B. coaching, organising, designing and budgeting
- C. leading, costing, facilitating and reviewing
- D. planning, organising, leading and controlling

48

During a project to implement a new website, you learn that you must purchase additional software to what was originally planned. You know that this will impact on other parts of the plan. The 3 key controls that will usually be affected by one another, and need to be considered, are:

- A. stakeholders, schedule and cost
- B. business plan, budget and staffing needs
- C. scope, schedule and budget
- D. authorisation, scope and cost

49

A project team that works together across distance boundaries is:

- A. an operations team
- B. an executive function
- C. the steering committee
- D. a virtual team

50

The order of the 5 stages in the lifecycle of a project are:

- A. initiation, planning, monitoring, execution, close
- B. initiation, monitoring, planning, execution, close
- C. initiation, execution, monitoring, planning, close
- D. initiation, planning, execution, monitoring, close









Level 3

Highfield Assessment
Highfield House
Heavens Walk
Lakeside
Doncaster
South Yorkshire
DN4 5HZ
United Kingdom

Tel: +44 0845 2260350 Tel: +44 01302 363277
Fax: +44 0845 2260360 Fax: +44 01302 739144
info@highfieldassessment.com www.highfieldassessment.com