

**5528-319 SAMPLE TEST**  
**Level 3 Diploma in Business Administration**  
Principles of administration

**1 ½ hours**

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- This paper contains **45** questions.
- Each question shows **four** possible answers (lettered 'a', 'b', 'c' and 'd'); only **one** is correct.
- Attempt all questions. If you find a question difficult, leave it and return to it later.

SAMPLE

- 1 Which one of the following allows for time off for parenting?
- Employment Rights Act 1996
  - Employment Relations Act 2004
  - Working Time Regulations 1998
  - Equality Act 2010
- 2 Which one of the following describes indirect discrimination?
- Unwanted behaviour that violates someone's dignity.
  - A condition with which some groups cannot comply.
  - Treating someone unfairly on the basis of race or gender.
  - Treating someone unfairly who has complained about harassment.
- 3 Which of the following information is contained on a stock control card?
- Price.
  - Balance held.
  - Minimum level.
  - Supplier's address.
  - Amounts issued.
- 2, 3, 5.
  - 1, 2, 3.
  - 3, 4, 5.
  - 2, 3, 4.
- 4 Which of the following services are provided by a typical office?
- Customer service.
  - Data input.
  - Reprography.
  - Document control.
  - Quality control.
- 2, 3, 5.
  - 1, 2, 3.
  - 3, 4, 5.
  - 2, 3, 4.
- 5 Which one of the following would be the **best** way to ensure the team can follow new systems?
- Include it in the staff handbook.
  - Send an All Staff email.
  - Display instructions on a notice.
  - Set up a training course.
- 6 Which one of the following would be the **best** way to ensure adequate staff cover at all times?
- Controlling staff sickness.
  - Coordinating staff holidays.
  - Recruiting extra staff.
  - Allowing flexible work hours.
- 7 Which one of the following is the purpose of having a preventative maintenance plan for equipment?
- To avoid invalidating the warranties.
  - To enable tracking of faults and errors.
  - To ensure it remains in good working order.
  - To schedule work around servicing.
- 8 Which one of the following would be the **best** way to ensure a large project finishes on time?
- Delegate workloads evenly.
  - Hold regular team meetings.
  - Set individual targets.
  - Create a schedule for progress reporting.
- 9 Which one of the following would be the **best** way to monitor the quality of a team's work?
- Delegating work according to strengths.
  - Checking work products for errors.
  - Overseeing new members' work.
  - Personal observation of staff.
- 10 Which one of the following often accompanies employees in disciplinary proceedings to advise them of their rights?
- Line manager.
  - Counsellor.
  - Human resources director.
  - Trade union representative.
- 11 PUWER regulations cover the
- use of equipment
  - assessment of risks
  - reporting of accidents
  - storage of hazardous substances.

- 12 The legislation that covers emergency evacuation procedures is
- HASAWA
  - COSHH
  - RIDDOR
  - HSE.
- 13 Under the Health and Safety at Work Act, an individual is required to
- carry out checks on electrical equipment
  - report any hazards they see
  - take responsibility for visitors' welfare
  - assess the set up of their computer workstation.
- 14 In regards to accident reporting, it is a statutory requirement to
- report incidents that occur to visitors
  - record any injury to persons on the premises
  - provide training on all equipment
  - document the procedures to be followed.
- 15 Which one of the following is the **main** purpose of resolution minutes?
- To record all of the motions passed.
  - To provide a record of discussions that took place.
  - To detail follow-up tasks that must be undertaken.
  - To provide a verbatim record of discussions.
- 16 Which one of the following is a statutory requirement regarding Annual General Meetings?
- All of the shareholders must be present.
  - Minutes are taken to record the proceedings.
  - A secretary is present to take notes.
  - Minutes of the previous five meetings are available.
- 17 Which one of the following is a legal requirement for the storage of meeting minutes?
- They record the discussions.
  - They are retained for ten years.
  - They are available in the public domain.
  - They are submitted annually to Companies House.
- 18 Why is it important that public limited companies keep accurate minutes of meetings held?
- They form a written record.
  - They specify actions to be taken.
  - It is a requirement of their shareholders.
  - They may be used in court cases against the organisation.
- 19 Which one of the following items are to be included in all narrative minutes?
- Title of meeting.
  - Name of Treasurer.
  - Members present.
  - Chairman's agenda.
  - Items discussed.
- 3, 4, 5.
  - 1, 3, 5.
  - 2, 3, 5.
  - 1, 4, 5.
- 20 Which one of the following is **not** usually recorded in minutes?
- Exact wording of discussions.
  - Items not on the agenda.
  - Identification of proposer of motions.
  - Apologies for absence.
- 21 How can the secretary ensure they know who has attended a meeting?
- Greet delegates personally at the start of the meeting.
  - Confer with the Chair as to who is in attendance.
  - Tick off delegates' names as they make a contribution.
  - Ask delegates to sign an attendance register.
- 22 Which one of the following is not usually required in an informal meeting?
- A chairperson to run it.
  - Someone to take notes.
  - An agenda.
  - A quorum.
- 23 Which one of the following describes the purpose of a board meeting?
- To discuss operational issues.
  - To declare publicly the profit or loss.
  - To distribute the annual report.
  - To replace retiring personnel.

- 24 Which one of the following is the purpose of creating a working party?
- To keep senior management informed.
  - To keep operations on target.
  - To oversee a specific project.
  - To act as advisors to shareholders.
- 25 Which one of the following is a role of a chairperson during a meeting?
- Creating an agenda of items for discussion.
  - Ensuring the discussions follow the agenda.
  - Deciding which motions are proposed.
  - Setting the meeting's terms of reference.
- 26 Which one of the following is a role of the treasurer during a meeting?
- Preparing accounts for presentation.
  - Assisting the chairperson to run the meeting.
  - Presenting financial information.
  - Voting in favour of financial decisions.
- 27 Which one of the following is the **best** way to ensure the orderly running of a large meeting?
- Start and finish on time.
  - Direct items through the Chair.
  - Have a secretary to take notes.
  - Ask delegates for their opinions in turn.
- 28 Which one of the following is the **main** purpose of setting an agenda?
- To provide a framework for discussions.
  - To establish rules for the meeting.
  - To notify delegates of the meeting.
  - To ensure only interested delegates attend.
- 29 Which one of the following is essential information before a meeting can be arranged?
- Date and time to be held.
  - Names of delegates attending.
  - Agenda items for discussion.
  - Equipment and facilities required.
- 30 Which one of the following is agreed during a meeting?
- Matters arising for discussion.
  - The quorum required for next meeting.
  - The date for members to reconvene.
  - The rules for voting on motions.
- 31 How can individual targets be used to achieve an overall objective?
- They facilitate scheduling of all tasks.
  - They ensure even delegation of tasks.
  - They allow staff to use their initiative.
  - They encourage teamwork.
- 32 How is a budget used to manage workloads?
- It sets the timeframe and resources for achieving objectives.
  - It acts as a motivator for achievement of targets.
  - It ensures money is available for unexpected events.
  - It controls the way money is spent.
- 33 Which one of the following **must** be taken into account when delegating work to a team?
- Different preferences of members.
  - Previous achievement of deadlines.
  - Individual strengths and abilities.
  - Level of motivation and morale.
- 34 Which one of the following would be **best** to manage the quality of a team's work?
- Performance review.
  - Key performance indicators.
  - End review techniques.
  - SMART targets.
- 35 What is the **main** purpose of status reporting when managing a team's performance?
- To provide a review of progress.
  - To identify where extra resources are required.
  - To create a framework for achievement.
  - To provide a written record of progress.

- 36 Which one of the following would be the **best** way to identify the need for improvement in a team's rate of output?
- a Observing how quickly they work.
  - b Reviewing achievement of KPIs.
  - c Analysing the number of errors.
  - d Asking members to self assess.
- 37 Which one of the following is the **main** purpose of seeking feedback from customers on a team's performance?
- a To identify if there are areas for improvement.
  - b To request information on areas of good practice.
  - c To understand what customers want.
  - d To provide information for staff performance reviews.
- 38 Which one of the following is the **main** purpose of a forum?
- a Educational.
  - b Promotional.
  - c Advice-giving.
  - d Fact-finding.
- 39 Which of the following are characteristics of a trade show?
- 1 Large, mobile audience.
  - 2 Free samples.
  - 3 Formal.
  - 4 Based on discussion.
  - 5 Demonstrations.
- a 1, 2, 3.
  - b 3, 4, 5.
  - c 1, 2, 5.
  - d 1, 4, 5.
- 40 Which of the following information is required to start planning an event?
- 1 Type of event.
  - 2 Staff requirements.
  - 3 Date/timeframe.
  - 4 Budget available.
  - 5 Catering requirements.
- a 1, 3, 4.
  - b 1, 2, 3.
  - c 3, 4, 5.
  - d 2, 3, 4.
- 41 When planning an event, which one of the following is the **best** source of information on capacity of rooms?
- a Venue staff.
  - b Presenters.
  - c Delegates.
  - d Organisers.
- 42 The **best** tool for creating a timeline for planning an event is a
- a to do list
  - b gantt chart
  - c scheduler
  - d diary.
- 43 How can records of similar previous events be **most** useful when costing a new one?
- a Identifies who to invite.
  - b Identifies resources required.
  - c Provides information on the venue.
  - d Aids data management.
- 44 It is **most** important to delegates that event joining instructions contain details of
- a fees and how to register
  - b schedule and names of speakers
  - c start time and how to arrive
  - d break times and refreshment offer.
- 45 At a trade show, it is **most** important to give delegates information on
- a how to place an order
  - b when the next event will be
  - c how to provide feedback
  - d who to contact if there is a problem.