

T Level Technical Qualification in Management and Administration (8715-30)

Theory exam 1 (8715-031)

Question Paper

If provided, stick your candidate barcode label here.

Date of exam: TBC
Duration: 2 hours 30 minutes

Candidate name (first, last)

First

Last

Candidate enrolment number

Date of birth (DDMMYYYY)

Gender (M/F)

Assessment date (DDMMYYYY)

Centre number

Candidate signature/declaration*

- If additional answer sheets are used, enter the additional number of pages in this box. ➔
- Before taking the examination, **all candidates** must check that their barcode label is in the appropriate box. Incorrectly placed barcodes may cause delays in the marking process.
- Please ensure that you staple additional answer sheets to the back of this answer booklet, clearly labelling these with your full name, enrolment number, centre number and qualification number in BLOCK CAPITALS.
- All candidates need to use a **black/blue** pen. **Do not** use a pencil or gel pen, unless otherwise instructed.
- If provided with source documents, these documents **will not** be returned to City & Guilds and will be shredded. Do not write on the source documents.
- *** I declare that I had no prior knowledge of the questions in this examination and that I will not divulge to any person any information about the questions.**

You should have the following for this examination

- a pen with blue or black ink
- a calculator

General instructions

- Show all your workings
- The marks for questions are shown in brackets.
- Answer the questions in the spaces provided. Answers written in margins or on blank pages will not be marked.
- Cross through any work you do not want to be marked.

This exam has been split into **two** sections.

Below details the types of questions and marks available for each section. Please allow time for each section accordingly.

Section A is made up of **55** marks and includes **17** short answer and medium answer questions.

Section B is made up of **45** marks and includes **4** extended response questions.

You must answer **all** questions.

For **all** questions in Section B of this paper, the quality of the written response you provide will be considered and will count towards the marks awarded for these question items. You should therefore pay particular attention to your use of English language and writing skills when responding to these questions.

Section A

- 1 What does the following statement describe?

'A concise explanation of why an organisation exists, its overall goal, the products or services offered to target audiences within its culture, value and ethics'.

(1 mark)

- 2 All businesses have a legal requirement to protect the personal data of individuals who use their services.

Which regulatory body is responsible for compliance with this legal requirement?

(1 mark)

- 3 Identify **one** way that an employee shows integrity in the business environment.

(1 mark)

- 4 State **two** formal digital communication channels that would be appropriate to provide a project update to an internal team.

(2 marks)

- 5 Give **two** actions that an employer can take to meet their 'duty of care' to employees.

(2 marks)

6 State **three** approaches used by an organisation to support equal opportunities for all individuals when recruiting staff.

(3 marks)

7 Explain how an individual might demonstrate resilience in response to workplace pressure.

(2 marks)

8 Give **three** reasons why it is important for a customer-facing team to use good communication skills when responding to customers.

(3 marks)

9 Explain how the shareholders of an organisation influence its operations.

(3 marks)

10 Explain **two** ways that staff development benefits an organisation.

(4 marks)

11 An organisation has taken on a work project that involves people from different teams across the organisation.

Explain **two** reasons for using a matrix structure to support this activity.

(4 marks)

- 12 An individual is looking for work and is considering the different benefits of working within either the public or private sector.

Explain **two** potential benefits that are associated with working within private sector organisations.

(4 marks)

- 13 An organisation is planning to use rapid advancements in new technology to move all of its commercial sales operations that have traditionally involved face-to-face sales, to an online model. The CEO is aware of a significant rise in cyber-security threats to online businesses in the last year.

Explain **one** action that the organisation can take to help safely move its commercial sales operations online.

(3 marks)

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