

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

Theory exam 1 (8715-031)

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- 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

BLOCK CAPITALS.

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.

Version and date	Change detail	Section
3.0 Feb 2024	Minor amendment to Q19 to align expectations of question with mark scheme	Section B: Q19
	Rubric information in relation to Section B added to front of that section	Section B

Section A

What does the following statement describe?	
'A concise explanation of why an organisation exists, its overall goal, the prod services offered to target audiences within its culture, value and ethics'.	lucts or
	(1 mark)
All businesses have a legal requirement to protect the personal data of individual who use their services.	duals
Which regulatory body is responsible for compliance with this legal requireme	nt? (1 mark)
Identify one way that an employee shows integrity in the business environme	nt. (1 mark)
State two formal digital communication channels that would be appropriate to project update to an internal team.	provide a
	(2 marks)
Give two actions that an employer can take to meet their 'duty of care' to emp	oloyees. (2 marks)

State three approaches used by an organisation to support equal opporturing individuals when recruiting staff.	nities for all
manuacio imon rocialing etam	(3 marks
Explain how an individual might demonstrate resilience in response to wor pressure.	kplace
pressure.	(2 marks)
Give three reasons why it is important for a customer-facing team to use g communication skills when responding to customers.	ood
	(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 differe across the organisation.	nt teams
	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)

14	An office manager is looking at ways to embed more environmentally sustainable work practices within the office environment.
	Describe two changes to work practices that are available to the office manager that would help support this activity. (4 marks)
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15	A team is currently seriously behind on a project deadline, with a significant risk that it will not be achieved. The team are disheartened by what they know needs to be achieved.
	Explain how the Shaper in Belbin's team roles would help the team respond to this situation.
	(6 marks)
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plain the potential consequences of the management board taking t	hese actions. (6 marks)
nember of a team is responsible for fulfilling customer sales order be nind on their workload and fails to meet deadlines regularly.	ut is often
plain how this situation may potentially impact the organisation.	(6 marks)

Section B

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.

18	An organisation is reviewing its business objectives for the year. Its priorities include the launch of a range of new services that it hopes will grow its market share, and there is an overall aim to grow income by 15% on the previous year. The organisation is aware that intelligence has highlighted a volatile marketplace and the growing threat from new competitors.
_	Analyse how using a business planning strategy can support the organisation to meet its objectives for the year. (9 marks)
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19	A small manufacturing company has reported record sales to its Board of Directors, following an unexpected increase in demand for its products. Production staff are working to full capacity to meet demand. The company has a single salesperson, and their limited insight suggests demand for the types of product developed by the organisation is likely to continue to increase.
	The Board is exploring a range of different short and long-term approaches that they could use in order to respond to this situation.
	Evaluate the different short and long-term approaches that are available to the Board, recommending with justifications a course of action for the organisation to take.
	(12 marks)

20	A member of staff who works for a leading hotel chain sent out a negative social media post about the organisation. The post has gone viral, being picked up by both local and national media. Employees from different roles and positions from across the organisation have commented on the social media post, expressing different opinions on what was presented. The senior management team have expressed their concern at the behaviour of staff in response to this issue.
	Evaluate the potential effectiveness of different approaches that the management team might take to minimise the potential impacts of the situation on the organisation.
	(12 marks)
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21	An organisation has become concerned about its large customer service team. The team has a heavy workload and have recorded a significant level of casual sickness and experienced a higher turnover of staff compared to other teams within the business. Exit interviews of recent leavers has referenced high stress levels and a lack of personal support as being reasons for their departure.				
	The management team are looking at different approaches that will support the customer service team.				
	Evaluate the potential impacts of different approaches on the customer service team.				
	(12 marks)				
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End of Assessment

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