

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

Theory exam 2 (8715-032)

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.

Version and date	Change detail	Section
3.0 (Feb24)	Rubric information in relation to Section B added to front of that section	Section B

Section A

- 1 What is the name of the accrediting body that develops, publishes and promotes worldwide industrial and commercial quality criteria? (1 mark)

- 2 Identify **one** internal source of finance for an organisation. (1 mark)

- 3 Identify **one** project management tool that can be used to help visualise the different stages of a project. (1 mark)

- 4 State **two** features of an effective workplace procedure. (2 marks)

- 5 State **three** reasons for continuous improvement activities within an organisation. (3 marks)

- 6 Describe the purpose of capital expenditure for an organisation. (2 marks)

- 7 Explain why an organisation would create an annual budget.

(2 marks)

- 8 An organisation is recognised as providing an excellent service for its users.

Describe **one** approach that the organisation can use to maintain their high service levels.

(3 marks)

- 9 An organisation that undertakes a significant amount of international trade is carrying out a PESTLE analysis.

Explain the potential impacts of **two** political factors that could be identified from this analysis.

(4 marks)

- 10 Describe **two** ways that the Six Sigma Methodology can be used to improve business processes.

(4 marks)

11 Explain **two** reasons why it is important for a social enterprise to create policies.

(4 marks)

12 Soft furnishing company Silky Homes Furnishings Ltd has had their best year ever in terms of sales. Their annual accounts show sales revenues to be £650,000. They have made £510,000 in gross profit.

Calculate the gross profit margin for the management board. Express your answer as a percentage.

Show your workings.

(2 marks)

- 13 A commercial marketing team is investing a large amount of staff time and money into relaunching its website, with the objective to drive overall revenue.

Describe how **two** different Key Performance Indicators that would support the marketing team to measure the success of its relaunch activity.

(4 marks)

- 14 A private company has put together its Profit and Loss Statement for the first quarter of the financial year.

Table 1				
<i>Total thousands (£)</i>				
	Sep	Oct	Nov	Total Quarter 1
Sales (Stream 1)	72	71	51	194
Returns, Refunds, Discounts	17	30	27	74
Cost of Goods sold	31	25	20	76
Admin expenses	4	6	4	14
Interest expenses	2.5	2.5	2.5	7.5
Taxation	3	3	3	9
Total expenses				30.5

Using the figures provided in Table 1, calculate

- the total gross profit for the quarter.
- the total net profit for the quarter.

Show your workings.

(4 marks)

- 15 A customer has written to the CEO of an organisation due to a complaint that has been unresolved for many months. The customer is unhappy that this is the second time they have raised a complaint related to the same issue.

Explain the reasons why the CEO would request the organisation's complaint process be reviewed in response to this situation.

(6 marks)

- 16 Two business owners have run a small and respected bakery business for 25 years. They already run three successful bakeries in two towns and employ 5-7 permanent staff. The owners manage all the business administration, people management, finances and legal arrangements themselves. They have developed a proposal to expand their business by opening three new bakeries in three different small villages.

The owners plan to conduct a SWOT analysis to determine if the expansion of the business is viable.

Explain how the businesses strengths would support the owners' proposal to expand.

(6 marks)

- 17 A call centre has undertaken a project to introduce a new online system. The system will be used to centralise all of the call centre's customer information, rather than hold it in multiple systems. The project aim is to make it easier for staff to access customer information.

Following its implementation, an evaluation will be undertaken to determine whether the new online system has met its aim.

Explain how different pieces of evidence might indicate that the project aim has been met.

(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 entrepreneur plans to start a new private limited company in digital marketing. He is unsure what he needs to know or do about financial reporting for his limited company, so has decided **not** to include any consideration of financial reporting within his plans.

Analyse the impact of **three** potential risks that could arise from the entrepreneur failing to develop a structure for financial reporting.

(9 marks)

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

19 An accountancy organisation was recently visited by external auditors. The organisation had recently replaced a number of staff, and several key staff were unavailable during the audit. A large amount of information was found to be inaccurate, with a lack of processes evident and a lack of understanding of regulatory requirements. Following the audit, the organisation was judged to be non-compliant with regulatory requirements.

Evaluate the potential improvements that the organisation can make, making a justified recommendation for those that the organisation should adopt to reduce the main risks associated with non-compliance.

(12 marks)

[illegible]

20

The senior management team are considering the use of the McKinsey 7S model to support change that will improve the organisation's operational effectiveness and staffing levels.

Evaluate the extent to which implementing the McKinsey 7S model would be suitable to support change in this scenario.

(12 marks)

[illegible]

[illegible]

21 A company that operates in the private sector has launched a major market research project to determine the feasibility of launching a new product across international markets. The product is considered sellable to a range of different user demographics. The product is intended to drive financial growth in the organisation, so the organisation is open to invest significantly in its development if it is deemed feasible to launch.

Evaluate the range of research and evidence methods available to provide a justified recommendation of the most suitable methods for this project.

(12 marks)

[illegible]

End of Assessment

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