

# Pearson LCCI

## Certificate in Business Administration (VRQ)

### Level 1

Sample assessment material for first teaching  
May 2012

**Time: 1 hour 30 minutes**

Paper Reference

**ASE20070**

**Complete the details below in block capitals.**

Candidate name

Centre Code

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Candidate Number

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Candidate ID Number

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Total Marks

**You do not need any other materials.**

### Instructions

- Use **black** ink or ball-point pen  
– pencil can only be used for graphs, charts, diagrams, etc.
- **Fill in the boxes** at the top of this page with your name, candidate number, centre code and your candidate ID number.
- Answer **all** questions.
- Answer the questions in the spaces provided  
– there may be more space than you need.

### Information

- The total mark for this paper is 100.
- There are 4 questions in this question paper
- The marks for **each** question are shown in brackets  
– use this as a guide as to how much time to spend on each question.
- You may use an English or bilingual dictionary

### Advice

- Read each question carefully before you start to answer it.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

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**Answer ALL questions. Write your answers in the spaces provided.**

- 1** You work in the administrative team in the Legal Department of Bella Trading Ltd. Your team member, Joanne Louboutin, had an accident yesterday at 3 pm. Kevin Panton, the team leader, had asked her to, firstly, copy some documents and then trim the edges to reduce the size. While she was trimming the edges of one of the documents, the handle of the guillotine broke and caused a cut to her finger.

Mary Jones, the Legal Secretary, saw the accident occur and applied a pressure pad and plaster to the cut. Joanne went home immediately after the accident.

- (a) Using the information provided above, produce the Accident Report using the form supplied. In producing the accident report you must:
- (i) include all the relevant details (3)
  - (ii) use the appropriate layout, tone and vocabulary to suit the purpose of the communication (3)
  - (iii) check the accuracy of the communication. (2)

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**Candidate Name**

**Candidate Number**

**ACCIDENT REPORT FORM**

**Name of person injured:** .....

**Department:** .....

**Job title:** .....

**Date and time of accident:** .....

**Details of accident/incident/injury:**

**Details of any first-aid treatment given – include name of person who administered first-aid**

**Was the injured person taken to hospital?** Yes/No

**If Yes, name and address of hospital:** .....

..... **Postcode:** .....

**Name(s) and job title(s) of witnesses:**

**Signature of person reporting accident:** .....

**Date:** .....

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(b) Give **one** reason why a form is suitable for communicating information about the accident.

(1)

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Your team leader has become concerned about the number of accidents involving office equipment and machinery. She plans to discuss this at the next team meeting and has asked you to prepare some notes.

Answer the questions below to form the notes for the team meeting.

(c) (i) Give **three** reasons why it is important to report accidents like the one described above.

(3)

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(ii) Explain how following the manufacturer's instructions can help to reduce accidents when using machinery and equipment.

(3)

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(d) (i) State **two** guidelines for using each of the following types of office equipment and machinery.

Laptops

(2)

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Printers

(2)

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Fax machines

(2)

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(ii) Describe what **each** of the following items of office equipment and machinery are used for.

Laminator

(2)

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Binding equipment

(2)

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**(Total for Question 1 = 25 marks)**

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2 You have recently started to work as a member of the administrative team at Star Enterprises Ltd. A key part of your role is to maintain and monitor the stock of office stationery items. This involves dealing with suppliers over the telephone.

(a) Describe how each of the following documents could be used for monitoring the stock of stationery items.

Bin/stock cards

(2)

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Stock-taking sheet

(2)

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Stock Requisition Form

(2)

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(b) Explain why it is important for the business **not** to have:

(i) too much stock

(2)

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(ii) too little stock

(2)

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(c) (i) Explain **two** reasons why it is important for you to present a positive image of your organisation when dealing with suppliers over the telephone.

(4)

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(ii) State **three** guidelines that you could use when making telephone calls to suppliers.

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(d) (i) Give **four** reasons why it is important for you to be able to work as part of a team.

(4)

(ii) Describe **two** ways in which you could show your ability to work effectively in your team.

(4)

(Total for Question 2 = 25 marks)



3 You are the Filing Clerk in the Sales Department of Digital Supplies Ltd. The company uses both alphabetical and geographical classification systems to store documents. It was recently decided that a centralised manual filing system would be introduced.

(a) (i) Describe the geographical system of filing documents.

(2)

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(ii) State **two** advantages and **two** disadvantages of using an alphabetical filing system.

(4)

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(b) (i) Describe **three** features the company should consider when designing their new filing system.

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(ii) Describe **two** benefits the company would gain from introducing a centralised filing system.

(4)

(c) Describe how the company could use **three** different types of filing equipment in its manual filing system.

(6)



(d) Identify **three** personal attitudes that are needed in your role.

(3)

(Total for Question 3 = 25 marks)

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4 You work as the administrator for a team of marketing executives in a busy open-plan office. You support the team mainly by drafting marketing materials on the computer, and printing and collating final copies to be sent to clients. In completing your work you often have to communicate face to face with other teams as well as clients.

(a) (i) State **two** advantages and **two** disadvantages of an open-plan office.

(4)

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(ii) Describe **two** ways in which office furniture and equipment can be arranged in an open plan office to improve efficiency.

(4)

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(b) Describe **two** common hazards that can occur from the continued use of a personal computer (PC).

(4)

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(c) Describe the **two** most important factors to consider when deciding which piece of office equipment or machinery should be used to prepare brochures to be sent to all customers.

(4)

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(d) (i) Explain whether you would use formal or informal language to communicate with:  
clients

(2)

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colleagues

(2)

visitors to the office

(2)

(ii) State **three** guidelines you could follow to ensure that you are communicating effectively in face-to-face situations.

(3)

**(Total for Question 4 = 25 marks)**

**TOTAL FOR PAPER = 100 MARKS**



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