

Pearson LCCI

Certificate in Business Administration (VRQ)

Level 2

Sample assessment material for first teaching
May 2012
Time: 2 hours

Paper Reference

ASE20071

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 as an Administrative Assistant in the Human Resources department of Heartlands Ltd, a publishing business. The Human Resources Manager, Tina Zarzecki, recently held an induction day with some new employees. You attended the induction to take notes. As the focus of the day, Tina outlined the main roles of the Human Resources department.

The induction day went very well and Tina now wishes to follow up in writing to thank the employees for their attendance and to remind them of the information presented. The induction day was held exactly one week ago.

- (a) Produce the written communication that Tina will send as a follow-up to the induction. In producing the written communication you must:
- (i) include the relevant information indicated in the scenario (7)
 - (ii) use the appropriate layout, tone and vocabulary to suit the purpose of the communication (4)
 - (iii) check the accuracy of the communication. (2)
- (b) State **two** reasons why you have chosen to use the form of written communication you produced. (2)

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All new employees are given a copy of the Staff Handbook. However, Tina would like to update the 'Business Procedures' section of the Handbook before it is sent to the new employees and has asked you to provide her with some notes.

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

- (c) Explain the importance of policies and procedures to a business and why all staff should follow them.

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- (d) Describe each of the following procedures and give one reason why each is important:

health and safety

(2)

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waste management

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quality and process improvement

(2)

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(Total for Question 1 = 25 marks)

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2 You work as an Administrative Assistant at Clack and Clack, a law partnership. Most of your time is spent working in the stationery store. A new administrative apprentice has recently been recruited and you have been asked to help her get used to the job.

(a) Describe **three** features of a partnership business.

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(b) State **four** activities that are carried out by a Stationery Clerk.

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(c) (i) List **three** skills and **three** personal qualities that are needed for the role of Stationery Clerk.

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(ii) Give **one** reason each to show why the **three** skills listed in (c)(i) are important to the role of Stationery Clerk.

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(d) Give **three** reasons why it is important to accept constructive feedback.

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3 You work as an Administrative Assistant at the head office of Smith and Brown, which specialises in advertising and selling houses on behalf of its clients. Smith and Brown operate from shops where properties are advertised in the shop window and members of the public come in to speak to the agents about the houses they want to view. Your role involves filing documents and arranging meetings between Head Office and other branch offices.

(a) Describe **two** types of confidential information likely to be found in your organisation.

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(b) Explain why each of these types of information should be kept securely.

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(c) Identify **seven** strategies you would advise colleagues who work in the shop to use in order to protect confidentiality of information when dealing with visitors to the shop.

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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) Identify **three** ways you can present a positive image of the organisation.

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(b) Explain why it is important to follow security procedures in the reception area.

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(c) Identify **four** guidelines you would follow to check and sort incoming mail and packages.

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(d) Explain **three** criteria you would use when deciding how to send a large valuable package to a locally based customer.

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(e) Describe **three** techniques you could use to plan and manage your workload.

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(Total for Question 4 = 25 marks)

TOTAL FOR PAPER = 100 MARKS

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