

CERTIFICATE IN EMPLOYABILITY SKILLS

SAMPLE PAPER

LEVEL 2

Time allowed 25 minutes

You need

- This test paper
- An answer sheet
- An HB pencil
- An eraser

Do NOT open this paper until you are told to do so by the supervisor.

There are 10 questions in this sample paper

Total marks available: 10

Try to answer ALL the questions

INSTRUCTIONS

- Make sure your personal details are entered correctly on the candidate answer sheet
- Read each question carefully and choose the correct answer – A, B, C or D
- Enter your answers on the candidate answer sheet using an HB pencil
- Make sure you only mark **one** answer for each question and that you completely fill the circle
- If you make a mistake, make sure you erase it completely
- Only complete as many answers as there are questions
- At the end of the test hand the question paper, your answer sheet and all notes to the supervisor

- 1 Non-constructive feedback should be avoided because
 - A it is considered good practice
 - B it weakens staff relationships
 - C staff don't understand it
 - D it promotes high staff turnover

- 2 A document detailing your qualifications and work experience is called a
 - A job description
 - B person specification
 - C curriculum vitae
 - D covering letter

- 3 What happens to an organisation when its employees demonstrate poor external communication skills?
 - A The organisation's reputation could be damaged
 - B Customers will feel valued and respected
 - C Rival organisations will lose business
 - D The organisation will experience an increase in business

- 4 You are telephoning an external customer. What tone of voice should you use?
 - A Informal
 - B Personal
 - C Impersonal
 - D Formal

- 5 It is important to understand the limits to your own authority at work so that
 - A your manager can work effectively
 - B your colleagues' work is completed quickly
 - C you don't work without authorisation
 - D authorisation is not required

- 6 How can you use time management skills to effectively complete tasks at work?
 - A Ask others to finish them for you
 - B Plan how to finish them
 - C Try to finish them all as quickly as possible
 - D Come back to them at a later date

- 7 Which one of the following is **not** a technique for managing stress at work?
- A Discuss the cause with a colleague
 - B Take a break and come back to the task later
 - C Ignore the stress and hope it goes away
 - D Identify the cause and try to limit it
- 8 An essential skill related to team work is
- A communication
 - B IT skills
 - C presentation skills
 - D time management
- 9 Assertive behaviour is acting in
- A a passive and agreeable manner
 - B an unconcerned and relaxed manner
 - C a threatening and intimidating manner
 - D a firm but positive manner
- 10 You discover an oil spillage in the work car park. What should you do?
- A Ignore it as it is not your job
 - B Report it to the premises manager immediately
 - C Let your colleagues know
 - D Inform the premises manager when you next meet her