

Pearson BTEC (QCF)

Principles of Administration

Level 3 – Y/506/1941

2015 – Practice Test

Time: 60 minutes

Paper Reference

BA-3-58 PT

You must have:

Multiple choice answer sheet
Black pen

Instructions

- Use **black** ink or ball-point pen.
- Answer **all** questions.
- Encircle your answers on the separate answer sheet.

Information

- The total mark for this paper is 45.
- The marks for **each** question are shown in brackets.

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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- 1** What is the **primary** role of the nominated employees in an emergency fire situation? (1)
- Select **one** option.
- A** To direct senior managers
 - B** To notify the first aiders
 - C** To close the windows
 - D** To control evacuation
- 2** Which of these methods will be used by a team leader to manage workflows within their team? (1)
- Select **one** option.
- A** Setting measurable targets
 - B** Cost budget analysis
 - C** Sales forecasting
 - D** Strategic vision planning
- 3** A business is organising an event and has researched several possible venues. Which of these is an essential consideration when finalising the choice? (1)
- Select **one** option.
- A** Safety information
 - B** Individual delegate preferences
 - C** Availability of evaluation forms
 - D** Delegate food expenses
- 4** Why will an office supervisor insist on approving staff annual leave requests? (1)
- Select **one** option.
- A** To review bonuses
 - B** To manage absence
 - C** To analyse sickness rates
 - D** To assess efficiency
- 5** An administrative assistant is completing the preparations prior to facilitating a meeting. Which of these should be done at this stage? (1)
- Select **one** option.
- A** Manage contributions
 - B** Arrange future events
 - C** Summarise agreed actions
 - D** Send invitations

6 An organisation is required to provide health and safety training for managers. Which of these **must** be included? (1)

Select **one** option.

- A** Prevention of smoking
- B** Protection of personal property
- C** Analysis of employee fitness
- D** Assessment of risks

7 A team leader analyses the attributes of their team during the workflow management process. How should this analysis be used? (1)

Select **one** option.

- A** To spend unused budgets
- B** To criticise slower workers
- C** To design motivation methods
- D** To identify learning styles

8 An administrator is planning for a forthcoming conference that promotes an online service. Which of these **must** they produce? (1)

Select **one** option.

- A** Market research
- B** Event program
- C** Product samples
- D** Final costing

9 A large organisation is planning to hold a meeting to inform all staff of changes to pension plans. Which of these is the ideal room set up? (1)

Select **one** option.

- A** Workshop
- B** Boardroom
- C** Small tables
- D** Theatre

10 According to Belbin, to which team member is it appropriate to allocate the task of solving problems? (1)

Select **one** option.

- A** Resource investigator
- B** Completer finisher
- C** Plant
- D** Shaper

11 Which of these is a typical service provided by a junior administrative assistant? (1)

Select **one** option.

- A Chairing monthly team meetings
- B Setting departmental budgets
- C Dealing with correspondence
- D Deciding team objectives

12 An administrative assistant taking notes in a meeting needs to add the names of those in attendance. How should they do this? (1)

Select **one** option.

- A By reviewing the signing in sheet
- B By interrupting the discussion to ask
- C By emailing the chairperson afterwards
- D By referring to the motions carried

13 An employee attends compulsory staff training on the safe use of machinery. What **must** they do as a result of this? (1)

Select **one** option.

- A Maintain personal hygiene
- B Take part in fire drills
- C Follow instruction manuals
- D Repair equipment carefully

14 What information will conference delegates require at each stage of an event? (2)

Click on each stage and then on the correct information required.

Stages

- (i) Before the event
- (ii) After the event

Information required

- A Attendance register
- B Domestic arrangements on site
- C Travel arrangements
- D Feedback on questions raised
- E Emergency exit routes

15 The Company Secretary is taking minutes at an Annual General Meeting. Which of these will **not** be included? (1)

Select **one** option.

- A Secunder of a motion
- B Details of proxy voters
- C Nominator of a motion
- D Details of food suppliers

16 Every department in an organisation is required to complete annual risk assessments. Why is this activity conducted?

(1)

Select **one** option.

- A** To protect business resources
- B** To protect competitors
- C** To reduce business costs
- D** To increase revenue

17 A large organisation has a facilities department. In what circumstance should the office staff call on this department for support?

(1)

Select **one** option.

- A** The first aider is required
- B** Salaries have been paid late
- C** The heating is not working
- D** Post has not been delivered

18 Which of these is a legal obligation of large employers?

(1)

Select **one** option.

- A** Providing eye tests for all staff
- B** Employing security staff
- C** Eliminating all risks and hazards in the workplace
- D** Displaying health and safety law posters

19 How are targets used as part of managing workloads?

(1)

Select **one** option.

- A** To monitor competitor activity
- B** To redraft the mission statement
- C** To evaluate customer feedback
- D** To forecast sales figures

20 Which of these is a legal requirement of an office manager?

(1)

Select **one** option.

- A** Appointing a safety officer
- B** Ensuring a safe working environment
- C** Training fire wardens
- D** Ensuring policies are reviewed

- 21** A manager regularly compares the cost of a project with the budget.
What does this allow them to do? (1)
- Select **one** option.
- A** Reduce sales figures
 - B** Manage finances effectively
 - C** Increase staffing expenses
 - D** Monitor team motivation
- 22** Which of these is a purpose of producing minutes? (1)
- Select **one** option.
- A** To record outcomes of meetings
 - B** To keep a record of time taken
 - C** To discipline those unable to attend
 - D** To supply information to competitors
- 23** A business has arranged a conference-style event.
Which of these would be needed **during** this? (1)
- Select **one** option.
- A** Booking instructions
 - B** Venue reviews
 - C** Delegate pack
 - D** Location of venue
- 24** Which of these would be done when taking notes at a meeting? (1)
- Select **one** option.
- A** Circulating minutes
 - B** Making place cards
 - C** Recording discussion points
 - D** Receiving signing in sheets
- 25** A large organisation moving to new premises is planning welfare facilities for its employees.
Which of these **must** it provide? (1)
- Select **one** option.
- A** Staff bar
 - B** Drinking water
 - C** Exercise area
 - D** Fitted kitchen

26 An administrative assistant is asked to complete the minutes of a meeting. Which of these is a legal implication of doing this? (1)

Select **one** option.

- A Freedom of information requests may be made
- B There is a record of who contributed
- C There is a fair allocation of work
- D Associated paperwork can be filed properly

27 An administrative team leader wants to manage how their team is performing. Which of these techniques should be used? (1)

Select **one** option.

- A Six sigma
- B External recognition
- C Supplier feedback
- D Staff appraisal

28 Which of these would be completed **after** a meeting? (2)

Select **two** options.

- A Updates on progress
- B Further consultations
- C An attendance list
- D Room booking
- E Preparing presentations

29 Which of these is a purpose of project meetings? (1)

Select **one** option.

- A To update shareholders
- B To review resources
- C To agree final accounts
- D To establish policies

30 An organisation is planning to hold an event. Which of these would they supply to speakers? (1)

Select **one** option.

- A Draft programme
- B Direction signs
- C Choice of venues
- D Catering budget

31 An organisation requires minutes to be taken at a planning meeting and appoints an administrator to produce these.
Why is accuracy important in this situation? (1)

Select **one** option.

- A** To ensure attendees have participated
- B** To ensure break timings are correct
- C** To ensure actions are agreed to
- D** To ensure actions are recorded correctly

32 An organisation holds a creditors' meeting led by a chairperson.
Which of these is this person's responsibility? (1)

Select **one** option.

- A** To set the pace of the meeting
- B** To book the meeting venue
- C** To record the discussions
- D** To distribute the minutes

33 This is a **two** part question. Please answer both parts. (1)

A team leader has arranged an ad hoc meeting to discuss an issue that has arisen.

(i) What is a feature of this type of meeting?

Select **one** option.

- A** Written notice is given
- B** Short notice is given

(ii) What is the purpose of this type of meeting?

Select **one** option.

- A** To rewrite a procedure
- B** To agree a solution

34 Why is it important for an administrative assistant to ensure that meeting minutes are accurate? (1)

Select **one** option.

- A** To prevent them being checked by others
- B** To ensure actions are completed in time
- C** To ensure there is only one official version
- D** To share them with non attendees

35 A growing business needs to introduce a procedure for managing office equipment. Which of these will be included? (2)

Select **two** options.

- A An agreement of responsibilities
- B A fraud detection system
- C A risk assessment
- D A confidentiality agreement
- E A secure storage system

36 Which of these is a purpose of an exhibition? (1)

Select **one** option.

- A To provide staff training
- B To gain feedback on a new product
- C To present information to employees
- D To promote products for competitors

37 An event coordinator is gathering information for a meeting. Which of these would they need **before** the meeting? (1)

Select **one** option.

- A Parking requirements
- B Attendee feedback
- C Contributor notes
- D Speaker expenses

38 An organisation wants to improve its team standards in order to provide a better service. Which techniques should they use? (2)

Select **two** options.

- A Analysis of weaknesses
- B Review of performance
- C Appraisal of finances
- D Implementation of a stricter deadline
- E Evaluation of staffing costs

39 An organisation provides training on the use of evacuation chairs. Why is this necessary? (1)

Select **one** option.

- A For the safety of staff with disabilities
- B To spend the budget surplus
- C To increase insurance costs
- D For the prevention of workplace fire hazards

40 What should be included in the minutes of a team meeting?

(1)

Select **one** option.

- A** The names of proxy voters
- B** The action points for staff
- C** A detailed list of resources
- D** A verbatim transcript

41 A department representative attends a meeting where they are given details of a change of policy.

Which of these is part of their role as an attendee?

(1)

Select **one** option.

- A** Avoiding conflict with colleagues
- B** Briefing others as appropriate
- C** Avoiding completing actions
- D** Dominating the discussion

TOTAL FOR PAPER = 45 MARKS