Level 2 Cambridge Technicals in Business Administration

Unit 1: Principles of working in business administration

Sample Assessment Material

Date – Morning/Afternoon

Time Allowed: 45 minutes

This test is a computer based test and will be completed using Surpass on OCR Secure Assess portal.

This sample assessment material illustrates the styles and types of questions that make up this test, along with its associated mark scheme.

This test will be available as a practice test on the OCR Secure Assess portal.

There will not be a paper test available for this qualification.

First Name		Last Name	

Centre Number					Candidate Number				

Date of Birth								

INFORMATION FOR CANDIDATES

- The total mark for this paper is **40**.
- The marks for each question are shown in brackets **[ ]**.

Answer **all** the questions.

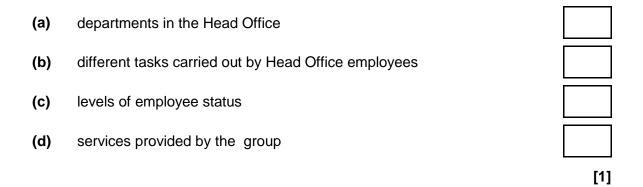Put a tick (✓) in the box next to the **one** correct answer for each question.

1   Which one of the following is **most** likely to increase productivity in an office environment?

(a)   changing the type of business ownership ☐

(b)   completing risk assessments ☐

(c)   increasing the level of advertising ☐

(d)   introducing team working ☐

[1]

2   Which one of the following is **not** likely to be on-the-job advice for an administrator in the Finance function of a business?

(a)   a training course about a new ICT system ☐

(b)   how to deal with a customer query about an invoice ☐

(c)   where additional stock of paper for the printer is kept ☐

(d)   whether the business allows employees to access personal social media during working hours ☐

[1]

3   The chain of command in the Head Office of a supermarket group identifies the:
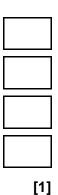
(a)   departments in the Head Office ☐

(b)   different tasks carried out by Head Office employees ☐

(c)   levels of employee status ☐

(d)   services provided by the group ☐

[1]

4   Which type of technology is **most** likely to be used by a receptionist?

(a)   a database to check a telephone number

(b)   a tablet to check financial spreadsheets

(c)   online chat to resolve a complaint

(d)   software to create a presentation

[1]

5   A key detail when arranging a meeting is:

(a)   confirming the venue

(b)   identifying yourself clearly

(c)   responding to complaints

(d)   undertaking health and safety training

[1]

6   An employee observes that a large plant has been placed in front of a fire extinguisher. Which business policy might state that the employee should report this?

(a)   Code of Conduct

(b)   Grievance Procedure

(c)   Health and Safety at Work Act
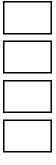
(d)   Manual Handling Operations Regulations

[1]

7 A public limited company (plc) operates in which sector?

(a) not-for-profit

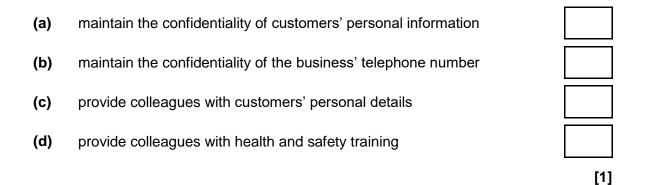**(b)** private

(c) public

(d) SME

[1]

8 Which one of the following would be a hazard in an office environment?

(a) a warning sign for a wet floor

(b) an employee tripping over a cable

(c) boxes blocking a fire exit

(d) not carrying out a risk assessment

[1]

9 The General Data Protection Regulations (GDPR) require an employee to:

(a) maintain the confidentiality of customers' personal information

(b) maintain the confidentiality of the business' telephone number

(c) provide colleagues with customers' personal details

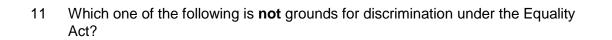**(d)** provide colleagues with health and safety training

[1]

10 A Human Resource assistant asks an employee for personal information. The General Data Protection Regulations (GDPR) classify ………… as sensitive personal data.
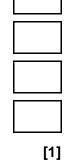
Which one of the following will correctly complete the sentence?

(a) age ☐

(b) contact details ☐

(c) ethnic origin ☐

(d) gender ☐

[1]

11 Which one of the following is **not** grounds for discrimination under the Equality Act?

(a) accent ☐

(b) age ☐

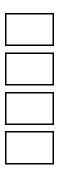**(c)** religious belief ☐

(d) sexual orientation ☐

[1]

12 Which one of the following would be included in a 'use of Internet at work' policy?

(a) actions you should take if a supplier sends you an email ☐

(b) actions you should take if someone is being harassed in the workplace ☐

(c) that you should not breach the General Data Protection Regulations (GDPR) by posting photographs of yourself on social media ☐

(d) that you should not post photographs of yourself wearing your work uniform on social media ☐

[1]

13 The Human Resources function oversees grievance procedures in a business.
A grievance procedure is used to:

(a) deal with an employee's complaint about their treatment at work

(b) deal with poor employee behaviour at work

(c) provide information about formal on-the-job training

(d) respond to a customer complaint

[1]

14 An administrator is concerned that they are struggling to meet a deadline that a
line manager has set. The administrator should:

(a) ask a colleague to do some of the work

(b) change the deadline to one that is more realistic for them to achieve

(c) talk to the line manager as soon as this concern is identified

(d) talk to the line manager on the deadline date

[1]

15 On which one of the following would you be likely to see the text 'Make and
Model'?

(a) a cheque

(b) a reprographics request form
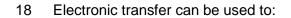
(c) a request for repair form
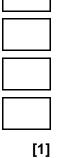
(d) an agenda

[1]

16 You are an administrator in the production function of a manufacturer. You have visited a different factory for training. What is the **most** likely method of authorisation of your travel expenses claim form?
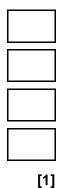
(a) signed off by another production assistant

(b) signed off by the employee delivering the training

(c) verbally agreed with your line manager

(d) signed off by your line manager

[1]

17 A purchase order is used to:

(a) detail the quantity of goods delivered

(b) indicate the quantity of goods required

(c) provide a refund for unwanted goods
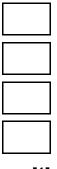
(d) request payment for goods

[1]

18 Electronic transfer can be used to:

(a) check if products are in stock

(b) move stock to another location

(c) order products online

(d) pay employees

[1]

19 An administrator in a business is **most** likely to use a letter:

(a) to send an informal message ☐

(b) to share data and graphs with colleagues ☐

(c) when a formal response is needed ☐

(d) when ordering a new printer ☐

[1]

20 Which one of the following is likely to be located above the recipient's name and address on a business letter?

(a) date ☐

(b) Dear Sir/Madam ☐

(c) organisation's logo ☐
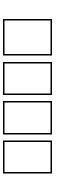
(d) recipient's telephone number ☐

[1]

21 A sales manager delivers a presentation to inform employees about a new product. A benefit of delivering this presentation face-to-face is:
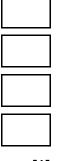
(a) information can be sent quickly to customers ☐

(b) questions can be asked for clarification ☐

(c) team members won't have to travel long distances ☐

(d) the sales manager can judge customer needs ☐

[1]

22 When arranging an internal, face-to-face meeting, it is important to:

(a) book visitors with reception to ensure adherence to health and safety procedures ☐

(b) check that video-conferencing equipment is available ☐

(c) complete the minutes of the meeting ☐

(d) manage the diaries of the key people attending ☐

[1]

23 Which one of the following is a type of organisational structure?

(a) business ☐

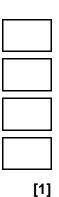**(b)** formal ☐

(c) functional ☐

(d) SME ☐

[1]

24 Which one of the following is not an effective method of prioritising tasks?

(a) according to importance ☐

(b) according to the consequence of late completion ☐

(c) according to the employee's preference ☐

(d) according to urgency ☐

[1]

25   A disadvantage of using a hard copy of a document is that it may:

(a)   be accessed via a shared network

(b)   be incorrectly filed

(c)   be scanned onto a computer

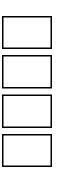**(d)**   need approval by a line manager

[1]

26   Which one of the following is the main purpose of an Administrator proof-reading a letter before it is sent?

(a)   to check that it can be posted under standard mail postage requirements

(b)   to check the accuracy of the information in the letter

(c)   to gain authorisation to send the letter

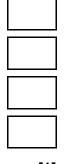**(d)**   to ensure that the internal mail is processed in line with procedures

[1]

27   When receiving a stationery order the first thing that an Administrator should do is:

(a)   check the current stationery stock levels

(b)   check the stationery received against the delivery note

(c)   store the stationery in the designated location

(d)   update the stationery stock records

[1]

28 What type of computer hardware **could** be used to photocopy documents?

(a) desktop

(b) operating system

(c) printer

(d) removable storage media

[1]

29 Which software is most likely to be used to produce a newsletter?

(a) data management

(b) desktop publishing

(c) presentation
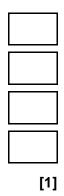
(d) spreadsheet

[1]

30 Which one of the following can be used to make online payments?

(a) a cheque

(b) a credit card
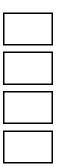
(c) cash

(d) contactless payment

[1]

31 The cheapest method of sending a small parcel to a customer is by:

(a) 1st class mail

(b) 2nd class mail
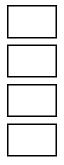
(c) internal mail

(d) recorded delivery

[1]

32 Why is an Administrator most likely to use a tablet?

(a) to access voicemail

(b) to check electronic diaries

(c) to process internal mail

(d) to securely store hard copy documents

[1]

33 Desk-top publishing is an example of:

(a) applications software

(b) computing resources

(c) office equipment

(d) systems software

[1]

34 A sales administrator of an online retailer uses online chat. What is the most likely reason for this?

(a)   to access social media

(b)   to connect with customers

(c)   to hold a face-to-face meeting

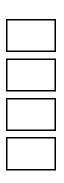**(d)**   to monitor orders

[1]

35 Which one of the following would a Finance Administrator for an electrical retailer be most likely to do as part of their role?

(a)   email offers to customers

(b)   pay invoices

(c)   prepare contracts of employment

(d)   prepare press releases

[1]

36 Which one of the following is a standard feature of a telephone conference?

(a)   it allows documents to be shared

(b)   it has more than two participants

(c)   it requires all attendees to be in one location

(d)   it requires Wi-Fi

[1]

37 The shareholders of a public limited company:

(a) are usually the family and friends of the person who set up the business ☐

(b) buy their shares via the stock market ☐

(c) do not own the business ☐

(d) have unlimited liability ☐

[1]

38 Which one of the following is the main purpose of a franking machine?

(a) to apply postage to mail ☐

(b) to arrange for a letter to be sent by recorded delivery ☐

(c) to attach address labels to outgoing mail ☐

(d) to destroy confidential letters ☐

[1]

39 A staff appraisal meeting takes place between:

(a) a customer and a manager ☐

(b) a customer and a supplier ☐

(c) an employee and a customer ☐

(d) an employee and a manager ☐

[1]

40   Which one of the following is the most likely responsibility of a Marketing Administrator?

(a)   to arrange training

(b)   to prepare press releases

(c)   to respond to customer complaints

(d)   to source raw materials

[1]

[Paper Total 40]

END OF QUESTION PAPER

OCR
Oxford Cambridge and RSA

SPECIMEN

Sample Assessment Material
Level 2 Cambridge Technicals in Business Administration

05893 OCR Level 2 Cambridge Technical Award in Business Administration
05891 OCR Level 2 Cambridge Technical Certificate in Business Administration
05892 OCR Level 2 Cambridge Technical Diploma in Business Administration

Unit 1 Principles of working in business administration

MARK SCHEME

Duration: 45 minutes

MAXIMUM MARK 40

SPECIMEN

Version:1 **Date:** September 2018

This document consists of 3 pages

Question			Answer	Marks
1		D	Introducing team work	1
2		A	A training course about a new ICT system	1
3		C	Levels of employee status	1
4		A	A database to check a telephone number	1
5		A	Confirming the venue	1
6		A	Code of Conduct	1
7		B	Private	1
8		C	Boxes blocking a fire exit	1
9		A	Maintain the confidentiality of customers' personal information	1
10		B	Contact details	1
11		A	Accent	1
12		D	That you should not post photographs of yourself wearing your work uniform on social media	1
13		A	Deal with an employee's complaint about their treatment at work	1
14		C	Talk to the line manager as soon as this concern is identified	1
15		C	A request for repair form	1
16		D	Signed off by your line manager	1
17		B	Indicate the quantity of goods required	1
18		D	Pay employees	1
19		C	When a formal response is needed	1
20		C	Organisation's logo	1
21		B	Questions can be asked for clarification	1
22		D	Manage the diaries of key people attending	1
23		C	Functional	1
24		C	According to the employee's preference	1
25		B	Be incorrectly filed	1
26		B	To check the accuracy of the information in the letter	1
27		B	Check the stationery received against the delivery note	1
28		C	Printer	1

Question			Answer	Marks
29		B	Desktop publishing	1
30		B	A credit card	1
31		B	2nd class mail	1
32		B	To check electronic diaries	1
33		A	Applications software	1
34		B	To connect with customers	1
35		B	Pay invoices	1
36		B	It has more than two participants	1
37		B	Buy their shares via the stock market	1
38		A	To apply postage to 1st class mail	1
39		D	An employee and a manager	1
40		B	To prepare press releases	1