NCFE Level 2 Certificate in Principles of Business Administration

Candidate Assessment

Part B

Candidate Details						
Please complete all of the following in BLOCK CA	PITALS and in BLACK PEN					
Name:						
Address:						
	Post Code:					
Mobile Number:	Work Number:					
Home Number:	Preferred Number:					
Preferred						
contact time(s): Morning: Lat	e afternoon: Anytime:					
Early afternoon:	Evening:					
Email (please print clearly):						
Employer:						
College:						
(If you do not know your college please contact The Skills Netwo	ork Student Support Team on 0845 177 0047 / 01757 210 522)					
Candidate Statement						
I have completed the following assessment and confirm all the work is my own.						
Signed:						
Date:						



ASSESSMENT QUESTIONS

Please complete ALL of the answers to the questions in each section, and submit these together.

This assessment workbook contains questions in relation to the information provided in your learning resource pack.

Please:

- Read your learning resource before attempting to answer these assessment questions
- Fully complete, sign and date the candidate information on the front sheet overleaf
- Answer <u>ALL</u> questions <u>IN FULL</u>
- Do not copy text directly from the resource. The answers you provide should be in your own words
- · Check you have answered each question fully before submitting to your tutor for marking
- Make sure you supply any research material together with your assessment.

(Please note: read each question carefully as there may be more than one answer required.)

Tips for understanding how to answer the questions

Describe

If you are asked to describe something, you should state the features in such a way that another person could recognise what you are describing if they saw it.

An example might be: **Describe a donkey.** It would be insufficient to state "has four legs and a back" as this could be a chair. A description stating "a four legged animal, long tail, mane, similar to a horse but generally smaller, makes a unique sound like "eeyor" often repeatedly" would probably allow another person to recognise your description as a donkey.

Explain/discuss

Give details which make what you are trying to say clear to the reader. As a general rule, this type of question requires the most in-depth answer.

Outline

This type of question needs a brief answer which does not include much detail, but covers all steps, stages or parts involved. A question asking you to outline how to catch a train would require an answer along the lines of "check train times, choose train, go to station, buy ticket and board train". It would not expect you to include the detail of **how** you would do these things.

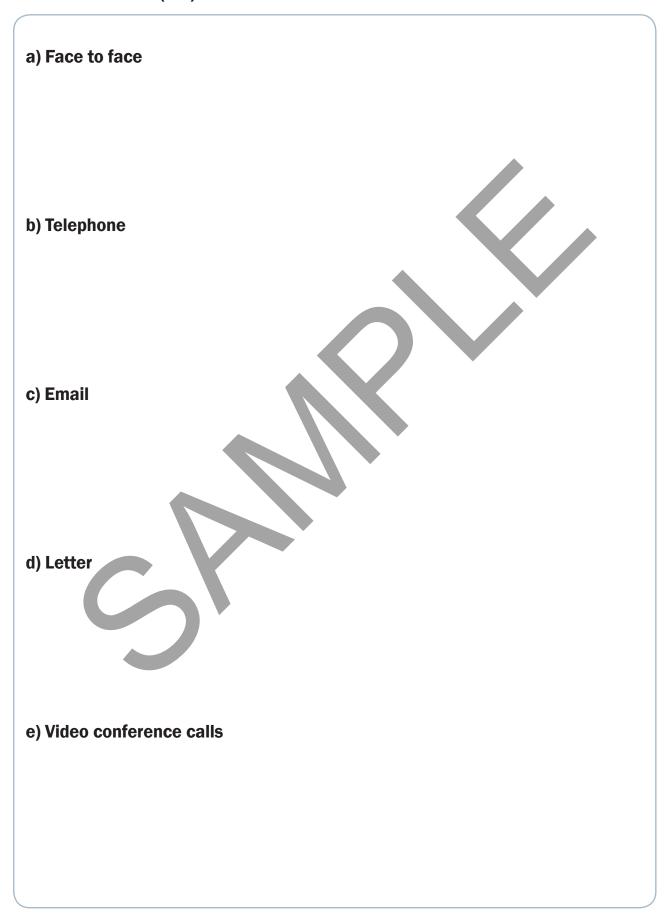
Unit 3: Understand communication in a business environment

(Please note: the numbers in brackets refer to the assessment criteria for each question and are for your tutor's use.)

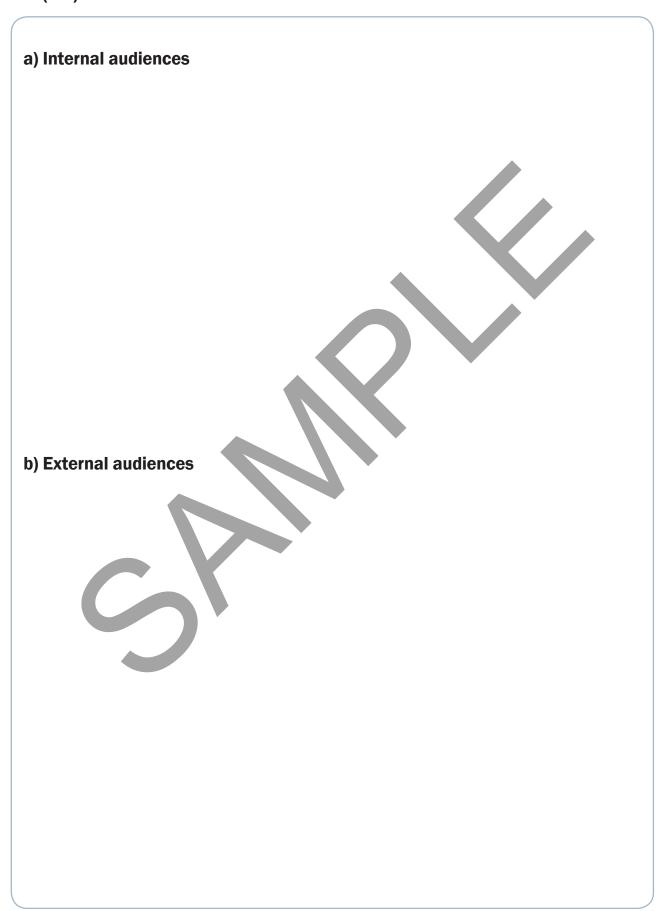
Q1a. Explain why different communication methods are used in the business environment. (1.1)



Q1b. Explain the purpose of the following communication methods in the business environment: (1.1)



Q2. Describe the communication requirements of internal and external audiences. (1.2)



Q3a. Explain the importance of using correct grammar, sentence structure, punctuation and spelling in business communications. (1.3)



Q3b. Explain the importance of specific presentation styles and conventions in business communications. (1.3)

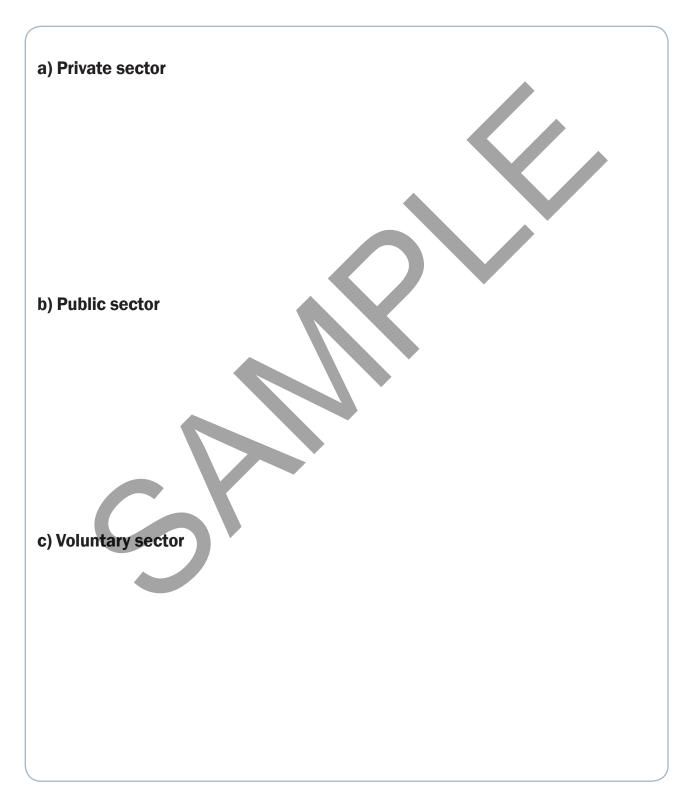


Q4. Explain the importance of using appropriate body language and tone of voice when communicating verbally. (1.4)

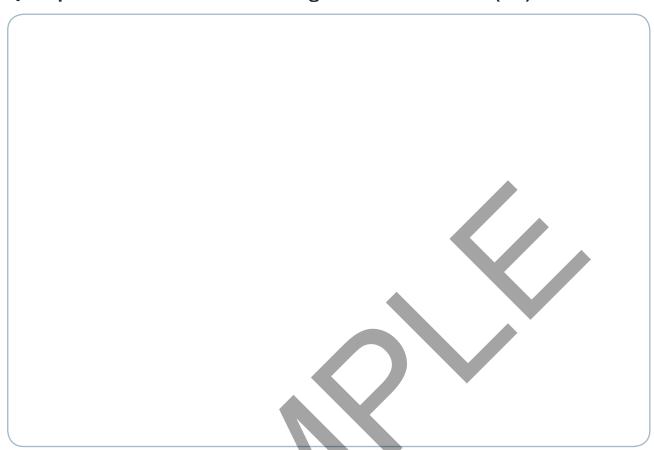


Unit 4: Understand employer organisations

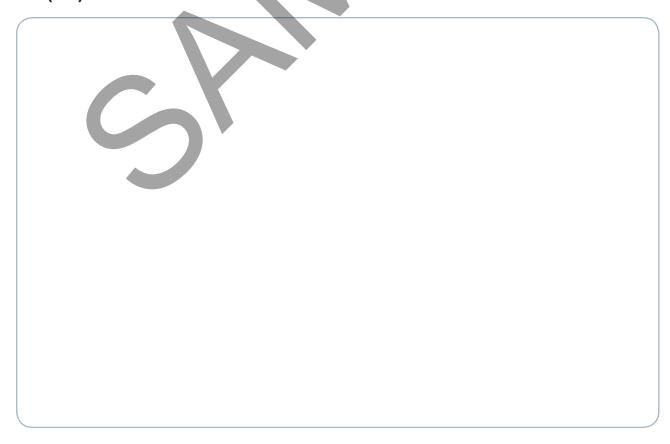
Q1. Explain the differences between the private sector, public sector and voluntary sector. (1.1)



Q2. Explain the functions of different organisational structures. (1.2)



Q3. Describe the features of different types of legal structures for organisations. (1.3)



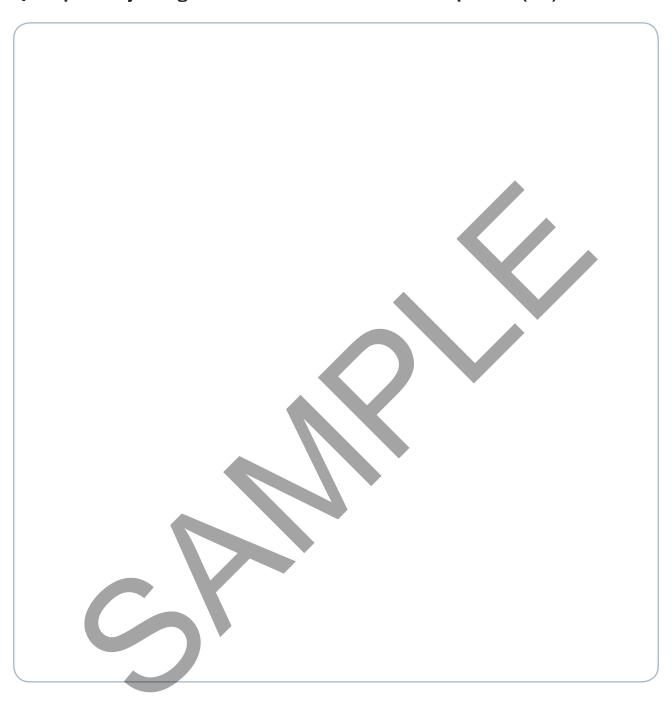
Q4. Describe internal and external influences on organisations. (2.1)



Q5. Explain the advantages and disadvantages of the different models of analysis in understanding the organisational environment. (2.2)

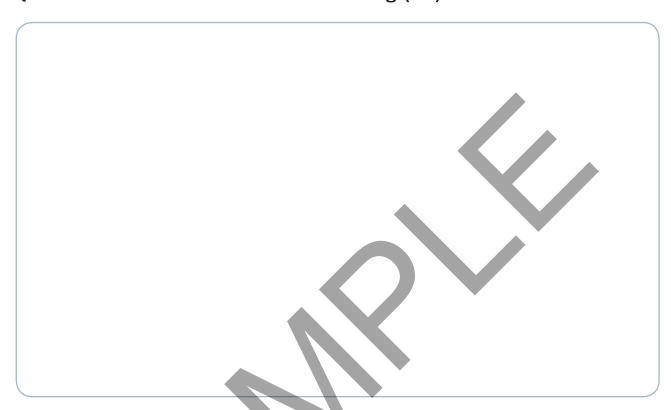


Q6. Explain why change in the business environment is important. (2.3)



Unit 5: Understand how to develop working relationships with colleagues

Q1. Outline the benefits of effective team working. (1.1)



Q2. Describe how to give feedback constructively. (1.2)



Explain conflict management techniques that may be used to resolve team conflicts. (1.3)
Explain why it is important to give team members the opportunity to discuss
work progress and any issues arising. (1.4)

(2.1)	ldy and what is expected of them. (2.	ldy an	ole of a bu	ribe the ro)escrib
					4

Q7. Exp	lain techniques to gi	ve positive feedback	k and constructive critic	ism. (2.2)
			·	
Q8. Exp	lain techniques that	can be used to esta	blish rapport with a bud	ldy. (2.3)
	5			

Assessment Checklist	
Now you have completed this assessment booklet, ple checklist:	ease complete this final
I have answered all of the assessment questions	
I can confirm all the work in the assessment is my own	n
Name:	
Signed:	

CONGRATULATIONS!

You have now completed your Part B assessment. Please make sure you have completed all questions fully and you have filled in the front cover page with your personal details.

You now need to submit your answers to be marked. Please follow the instructions as detailed in your induction.

Your tutor will mark your work and provide robust feedback. Should your paper be referred, you will be required to resubmit answers until you have passed.

Please contact our support team if you require any further advice or guidance.



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