

Candidate Details

Please complete all of the following in **BLOCK CAPITALS** and in **BLACK PEN**

Name: _____

Address: _____

_____ **Post Code:** _____

Mobile Number: _____ **Work Number:** _____

Home Number: _____ **Preferred Number:** _____

Preferred contact time(s):

Morning: **Late afternoon:** **Anytime:**

Early afternoon: **Evening:**

Email (please print clearly): _____

Employer: _____

College: _____

(If you do not know your college please contact The Skills Network 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 **ALL** questions **IN FULL**
- 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)

SAMPLE

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

a) Face to face

b) Telephone

c) Email

d) Letter

e) Video conference calls

SAMPLE

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

a) Internal audiences

b) External audiences

SAMPLE

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

SAMPLE

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

SAMPLE

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

SAMPLE

Unit 4: Understand employer organisations

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

a) Private sector

b) Public sector

c) Voluntary sector

SAMPLE

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

SAMPLE

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

SAMPLE

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)

SAMPLE

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

SAMPLE

Unit 5: Understand how to develop working relationships with colleagues

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

SAMPLE

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

SAMPLE

Q3. Explain conflict management techniques that may be used to resolve team conflicts. (1.3)

SAMPLE

Q4. Explain why it is important to give team members the opportunity to discuss work progress and any issues arising. (1.4)

SAMPLE

Q5. Explain the importance of warning colleagues of problems and changes that may affect them. (1.5)

SAMPLE

Q6. Describe the role of a buddy and what is expected of them. (2.1)

SAMPLE

Q7. Explain techniques to give positive feedback and constructive criticism. (2.2)

SAMPLE

Q8. Explain techniques that can be used to establish rapport with a buddy. (2.3)

SAMPLE

Assessment Checklist

Now you have completed this assessment booklet, please complete this final checklist:

I have answered all of the assessment questions

I can confirm all the work in the assessment is my own

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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