



Management and Administration

T Level | 8715



# Topic Tests

## Paper 1: Units 1, 2 and 7

*for T Level in Management and Administration*

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# Teacher's Introduction

This resource consists of a set of topic tests that have been written to support the teaching of the City & Guilds T Level Management and Administration core subjects. It covers the content for Paper 1: Units 1, 2 and 7.

## Remember!

Always check the exam board website for new information, including changes to the specification and sample assessment material.

The papers allow teachers and students to check their understanding and consolidate knowledge of each part of the syllabus. In each topic test there is a mixture of short-answer and longer-response-style questions of a variety of different levels of difficulty. Importantly, each topic test is accompanied by a set of detailed answers that could be handed out to students as a basis for 'model' answers in the examination. Mark breakdowns are included in brackets for some answers to indicate how marks are awarded, and longer-response questions are answered using a marking grid.

Note that although the topic test questions are not always in exam format, the questions within have been written carefully with the intention of testing the range of assessment objectives and often borrow aspects that are similar to those in the exam.

Most of the case studies in the topic tests include up-to-date, relevant scenarios that enrich students' general knowledge of the subject, and prepare students for the examination.

The topic tests range from 50–60 marks and should take approximately 40–60 minutes each to complete. The tests should be presented to students *after* teaching the parts of the specification that are to be tested. However, the topic tests could also be given to students as homework in order to consolidate their knowledge outside of the classroom, or certain aspects could be used as a supplement to in-class learning. Answers and indicative content are included at the end of the resource.

It is important to note that this resource should be used as a complement to other resources, such as textbooks and practice exam papers, and not in isolation. These topic tests include plenty of explanation of the theory in the mark scheme, but students should be encouraged to access information as widely as possible.

It is hoped that this resource, as well as offering support for teaching the essential elements of the specification, will help students fully prepare for their T Level examinations. The business environment is constantly in flux, and full of fascinating current issues. This resource attempts to share some of these current issues as a basis for teaching in the most interesting way possible, meanwhile encouraging further study from the next generation of business persons!

July 2025

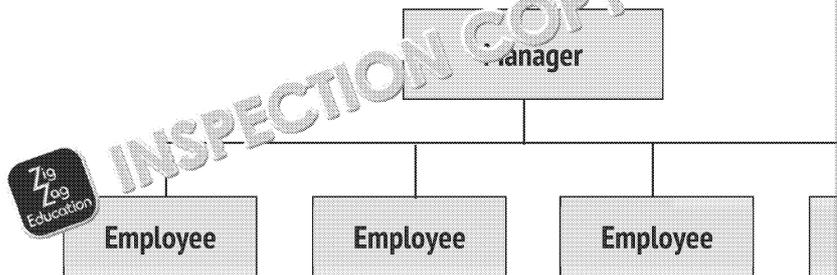
## Test 2 – 1.2: How size, purpose and sector have an impact

### Short-answer questions

1. Explain what is meant by 'chain of command'.
2. State the type of organisation that typically employs fewer than nine people.
3. Explain why employees are more likely to need to multitask in a small organisation.
4. Identify any **three** different types of organisational structure.
5. Describe what is meant by an informal network in an organisation, giving an example.
6. State the number of hierarchical levels within an organisation.
7. Identify a task that would be carried out by operational staff.
8. Name **three** types of organisations that exist in the private sector.
9. State if the NHS is a private or public sector organisation.
10. Identify **two** ways in which the not-for-profit sector differs from the private sector.

### Longer-response questions

11. *James is about to open a small computer repair shop. He must decide on which organisational structure he will put in place, bearing in mind that the business will consist of only five employees. The following diagram identifies the structure that James has opted for.*



- (a) Identify which type of organisational structure is shown.
  - (b) Analyse the usefulness of this form of organisational structure in James's situation.
12. *'Different levels of managers make different types of decisions.'*  
Analyse the types of decisions made by top-, middle- and lower-level managers, and the type of decision.
  13. *Cherrybrook Clothing has noticed a drop in sales. The CEO thinks that the new staff do not fully understand his responsibilities.*  
You have been asked to evaluate the importance of having a marketing campaign manager.

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## Test 3 – 1.3: Economic, social, and environmental impact

### Short-answer questions

1. State the name given to the flow of goods, services and wages within the economy.
2. Name the **three** main areas affected by the actions of businesses.
3. State what the acronym CSR stands for.
4. Describe any **two** benefits of CSR to the community.
5. Explain what is meant by CSR.
6. Name **three** policies that can be made as part of business ethics.
7. Explain the term 'stakeholder'.
8. List any **three** examples of infrastructure.
9. State **two** personal ethics that the owners of a business should practise.
10. Outline the meaning of a code of conduct and state why it is a useful tool.

### Longer-response questions

11. *Joan lives in a small village. There is only one convenience store which sells all goods and groceries, such as bread and milk. On a visit to a nearby town, Joan noticed that the prices of similar goods in supermarkets there were lower. Joan brought this to the attention of the owner of the convenience store in the village and he complained about the price difference. Mr Masters thinks that he is justified in charging more, because customers do not travel to the nearby town for groceries, thus incurring high fuel costs.*

- (a) Identify the unethical business practice in the scenario.
- (b) Suggest **three** ways (NOT in the scenario) in which the convenience store could operate more socially, responsibly and ethically.

12. *JJ Training & Development (JJ) has been fully committed to a corporate social responsibility programme for the past five years. The firm currently spends about £1 million on corporate social investment (CSI) projects. This is having a negative impact on the firm which is already struggling due to the economic downturn. Jack, the new CEO, feels that the firm should prioritise the business's interests to finance CSI projects.*

Evaluate Jack's opinion with specific reference to the impact of CSI on business performance.

13. *Recently there have been some reports in various media suggesting that Speedy XYZ sports clothing, takes part in unethical business practices such as modern slavery and gender discrimination. This is damaging the company's reputation and sales figures are falling.*

Analyse how Speedy XYZ can apply the principles of accountability and transparency to improve its business conduct.

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## **Preview of Questions Ends Here**

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This is a limited inspection copy. Sample of questions ends here to avoid students previewing questions before they are set. See contents page for details of the rest of the resource.

## Answers

### Test 1 – 1.1: Types of organisations and the environments in which they

#### Short-answer questions

1. Private sector, public sector, and not-for profit sector.
2. Private sector.
3. Public sector.
4. (Any two)
  - Generates profits
  - Provides employment
  - Provides customer satisfaction by providing goods and services.
  - Adds to the national economy.
5. The main aim of public organisations is to provide services that we all need (1), not to make a profit (1).
6. Not-for-profit organisations are run for the purpose of trying to help people or other organisations (1). Their primary focus is to provide support. (1)
7. Any valid example such as WWF, Oxfam, National Trust.
8. Any three differences for 2 marks each.

Private sector	
Owned by individuals	Owned by the government
Profit-focused	Welfare-focused
Favours efficiency and innovation	Lack of efficiency
Increased competition	Lack of competition
Focused on customer satisfaction	Customer satisfaction
Provides both essential and non-essential goods and services	Provides essential goods and services

9. Microenvironment.
10. Any one of the following or any other reasonable answer: time zones, language barriers, cultural differences, capital, staff management, international relations etc.

#### Longer-response questions

11. **Objective:** Learners must analyse different business structures and decide on the most suitable one for Lucille.

#### Suggested content

Understanding of different business structures.

- Lucille should establish an NPO.
- Her primary focus is not to make a profit but to provide support for donkeys.
- She can try to finance her NPO through gifts and donations.
- People may volunteer their time to work for her without pay.
- NPOs are usually tax-exempt because they do not aim to make a profit.
- Lucille will need to be aware that in order to set up an NPO she will have to comply with regulations.
- She needs to register as an NPO.

<b>Band 1</b> (1–3 marks)	For no awardable content, award 0 marks. Applies a basic understanding of business structures and shows limited consideration of which form of business structure could be used to support the organisation and enable it to meet its objectives in the scenario. The response lacks clarity and is generally poorly structured.
<b>Band 2</b> (4–6 marks)	Applies a good understanding of business structures that shows some consideration of which form of business structure could be used to support the organisation in meeting its objectives in the scenario. Demonstrates a good use of analysis of types of business structures showing how it is applicable to the scenario, offering some supporting evidence. The response is generally clearly expressed, with some consideration of the implications.
<b>Band 3</b> (7–9 marks)	Applies a comprehensive understanding of business structures that shows how an organisation can be fully supported to meet its objectives as outlined in the scenario. Demonstrates comprehensive use of analysis of types of business structures and their connections fully linked to the scenario, offering detailed and accurate supporting evidence. The response is fully coherent and is articulated using a good example.

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12. **Objective:** Understand how variables in the external environment can impact a business

**Suggested content**

- Organisations are not able to control their external environment.
- This includes factors specific to the regional location (national, international), as well as technological changes and cultural factors.
- Organisations that do not adapt to macroeconomic changes can find that they are at a disadvantage to competitors.
- The local and national political environment includes any laws and regulations that affect the business. Organisations that operate internationally have to be aware of differing rules and regulations in one country to another.
- Political stability is important as it provides a stable environment within which to operate. A business will struggle to be successful in an environment that is not peaceful.
- Unexpected laws and regulations can create an unstable environment. Examples include changes to taxation and employment laws.
- Organisations that trade internationally or buy from overseas suppliers need to be aware of barriers and currency rates.
- Organisations need to constantly monitor the economic environment in which they operate. They should closely watch economic indicators such as:
  - exchange rates
  - interest rates
  - inflation rates
  - changes in taxation
  - oil and gold prices
  - stock exchange movements (Any two examples of economic indicators)
- Social factors such as cultural norms and expectations will influence the organisation's decisions. Employees and owners. An example of this is the growing awareness of health products containing less sugar and salt.
- Technology is constantly evolving and changing (e.g. advances in AI ware changing).

<b>Band 1</b> <b>(1–3 marks)</b>	For no awarded content, award 0 marks. Applies a basic understanding of the external environment. Demonstrates a basic level of analysis of how different factors in the external environment can impact an organisation.
<b>Band 2</b> <b>(4–6 marks)</b>	Applies a good understanding of the different factors in the external environment. Demonstrates a good level of analysis of how different factors in the external environment must be considered and how they can affect a new organisation, based on the scenario.
<b>Band 3</b> <b>(7–9 marks)</b>	Applies a thorough understanding of how different factors need to be considered in the external environment. Demonstrates a thorough use of analysis of the different factors in the external environment that must be considered by a new organisation, based on the scenario.
<b>Band 4</b> <b>(10–12 marks)</b>	Applies a comprehensive understanding of how different factors need to be considered in the external environment, based on the scenario and using detailed chains of reasoning. Demonstrates comprehensive use of analysis of the different factors in the external environment that must be considered by a new organisation, based on the scenario.

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13. **Objective:** Understand how external variables can affect international trading.

**Suggested content**

The following macroeconomic factors may impact James’ decision to operate interna

- Rules and regulations may vary from one country to another. Organisations that are aware of differing rules and regulations that may exist from one country to another
- James will have to be aware of time zone differences. For example, an organisation or another business in New York will have to remember that the UK is five hours behind
- Organisations that trade internationally or buy from overseas suppliers also need to be aware of language barriers and currency rates.

James will also need to be aware of changes in economic indicators such as:

- exchange rates
- inflation rates
- interest rates
- changes in taxation
- oil and gold prices
- stock exchange movements

(Any three)

<p><b>Band 1</b> (1–3 marks)</p>	<p>For no awardable content, award 0 marks. Demonstrates a basic level of business planning with limited connections showing how it is applicable to the scenario regarding international trade. The response lacks clarity and is generally poorly structured.</p>
<p><b>Band 2</b> (4–6 marks)</p>	<p>Applies a good understanding of business environments that shows how external variables can influence the organisation’s ability to meet its objectives as outlined in the scenario. Demonstrates a good use of a range of variables with connections showing how it is applicable to the scenario. The response is generally clearly expressed, with a logical structure of reasoning.</p>
<p><b>Band 3</b> (7–9 marks)</p>	<p>Applies a comprehensive understanding of business environments that shows how external variables can influence the organisation must take account of external variables in order to meet its objectives as outlined in the scenario. Demonstrates comprehensive use of a range of variables with connections fully linked to the scenario, offering detailed reasoning. The response is fully coherent and is articulated using a logical structure.</p>

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## **Preview of Answers Ends Here**

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This is a limited inspection copy. Sample of answers ends here to stop students looking up answers to their assessments. See contents page for details of the rest of the resource.