



# Topic Tests

## Paper 2: Units 3, 4, 5 and 6

*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 2: Units 3, 4, 5 and 6.

## 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.

Each topic test has 50 marks and should take approximately 40–60 minutes 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!

*C Chaplin, July 2025*

## Test 2 – 3.2: How quality is measured in different sectors the

### Short-answer questions

1. Explain what is meant by quality standards.
2. State what the acronym ISO stands for.
3. Name **three** independent external organisations that set industry standards.
4. Explain the importance of ISO standards.
5. Describe the BSI membership.
6. State the purpose for the process conducted by independent companies and of monitoring quality standards in organisations.
7. Name **two** people-based accreditations.
8. List **three** benefits to an organisation of being accredited.
9. Explain the difference between accreditation and regulation.
10. Identify **two** reasons why organisations use quality standards.

### Longer-response questions

11. *Danusa Kerr is in the process of starting a manufacturing business that will produce computers, tablets and mobile phones. Danusa has heard that there are three organisations that provide accreditation standards across various industries. She has asked you to research these organisations.*  
Name the **three** organisations and explain how adhering to their accreditation standards will help Danusa's manufacturing business to grow and retain customers.
12. *The HR manager at Koorbright Shipbuilders would like to take on some school-leavers on a traineeship scheme to train them as welders. His assistant manager has suggested that you should research this as a good idea.*  
Evaluate the importance of people-based accreditation and give some examples of how to provide people-based accreditation.
13. *The owners of a small furniture manufacturer have heard that applying for ISO accreditation is advantageous to their business and attract more customers. They have never heard of ISO before.*  
Explain to them what ISO is and analyse its advantages for their business.

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## Test 3 – 3.3: The role of regulatory bodies and in

### Short-answer questions

1. Name **three** areas of activity that are overseen by regulatory bodies.
2. State **one** function of regulatory bodies.
3. State **two** reasons why regulatory bodies are important to organisations and
4. What is the name of the Act which governs the General Medical Council operation?
5. State which sector is inspected.
6. Identify **two** benefits enjoyed by organisations that comply with regulations.
7. Name any **two** professions which are regulated.
8. State **two** approaches that can be used by organisations to ensure they comply

### Longer-response questions

9. *There have been complaints from customers that a food processing plant is not following health and safety regulations. Some employees have complained about the lack of safety of the operating machinery.*  
Analyse the powers and remedies available to inspectors to enforce compliance with regulations.
10. Describe the responsibilities of employers to ensure compliance with regulations in the food processing industry, such as health and safety regulations.
11. *Susan has recently qualified as a doctor and questions why she needs to be regulated by the Medical Council.*  
Explain the role of the GMC and evaluate the importance of doctors' regulations and independent supervision.

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## Test 4 – 4.1: Common terms used in financial r

### Short-answer questions

1. State **one** reason why using a term correctly helps to avoid confusion with the communicating with.
2. State the term used to describe a business's goods and services sold over a period of a financial year / accounting period.
3. Explain the difference between gross sales turnover and revenue.
4. State the term used to describe a business's debts or obligations.
5. Name the term used for items of value that a business owns, creates or benefits from.
6. Explain the difference between total revenue and total cost.
7. Explain the difference between profit margins and retained profit.
8. Name the term used for the movement of money into and out of a business.
9. Describe what the term 'break-even point' means.
10. State the word used to describe amounts of money spent in order to make goods or services.
11. State if the following statement is true or false.  
*Businesses pay only one type of tax.*
12. Name **three** important taxes that organisations must pay.
13. Explain the difference between corporation tax and income tax.
14. Name any **two** costs that a business may incur when making goods or services.

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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.

### Test 1 – 3.1: Maintaining and improving quality

#### Short-answer questions

- Any two for 1 mark each.
  - Gain a competitive advantage
  - Repeat purchases from customers
  - Customer confidence in the firm
  - Reduced costs incurred in handling customer complaints and after-sales problems
- Factors that allow an organisation to produce goods or services more cheaply or better
- Any two for 1 mark each.
  - Quality control
  - Quality assurance
  - Quality maintenance
  - Quality improvement
- Any one, such as: customer questionnaires, social media posts, website comments, etc.
- Any five for 1 mark each.
  - Gives customers confidence that the product is safe and reliable
  - Gives the company a competitive advantage over competitors
  - Increases sales and profits
  - Improves the company's reputation
  - Builds a culture of quality in the organisation
  - Helps improve efficiency
- Quality control focuses on identifying faulty or substandard goods. The focus is on the product. Quality assurance focuses on improving the quality of the product and establishing a good production process.
- A complaints handling procedure, quality circles, Taguchi method, PDSA, process mapping
- Any three.
  - Checklists
  - Control charts
  - Cause and effect diagrams
  - Process control
  - Documentary control
  - Feedback

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**Longer-response questions**

9. **Objective:** Explain methods of handling customer complaints and the importance of

**Suggested content**

As part of its expansion, it will be important that the organisation produces quality products to buy. In order to better understand what customer expectations are, the organisation can use feedback, rating forms, social media, and website comments. The organisation can then manage these expectations by developing the following activities:

- Quality control
- Quality maintenance
- Quality assurance
- Quality improvement

Quality control and quality assurance will help them to make sure that products are of a high standard and correct. Quality maintenance and quality improvement will ensure that the quality of products that customers expect is always achieved and improved on. The organisation can improve its quality, using approaches such as quality circles and TQM. This will help it to compete with its customers, have a competitive edge and attract more customers.

<b>Band 1</b> <b>(1–3 marks)</b>	For no awardable content, award 0 marks. Applies a basic understanding of methods of handling complaints that shows limited consideration of how it can be used to support the organisation in meeting its objectives alongside the issues outlined in the scenario. Demonstrates a basic level of analysis of the different methods and approaches, with limited connections showing how it is applicable to the scenario. The response is generally poorly structured.
<b>Band 2</b> <b>(4–6 marks)</b>	Applies a good understanding of methods of handling complaints that shows good consideration of how it can be used to support the organisation in meeting its objectives alongside the issues outlined in the scenario. Demonstrates a good level of analysis of the different methods and approaches, with connections showing how it is applicable to the scenario, offering some chains of reasoning. The response is generally well structured with some consideration to structure of response.
<b>Band 3</b> <b>(7–9 marks)</b>	Applies a comprehensive understanding of methods of handling complaints that shows the organisation can be fully supported to meet its objectives alongside the issues outlined in the scenario. Demonstrates comprehensive analysis of the different methods and approaches, with connections fully linked to the scenario, offering detailed and accurate chains of reasoning. The response is fully coherent and is articulated using an appropriate range of language.

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10. **Objective:** Evaluate methods to correct product quality.

**Suggested content**

Maintaining and improving the quality of their bread and pastries is vital if Best Bake market share. The CEO needs to examine ways to implement goals to improve the quality improvement. There are four different activities that can be used:

- Quality control to test all final products and ensure they meet the required standards
- Quality assurance to make sure that the products are tested and checked at every stage
- Quality maintenance to make sure production processes meet the required standards
- Quality improvement to increase the quality of the bread and pastries to customer requirements

In particular Best Bake will need to focus on quality improvement because customers are looking for products that are of high quality. The following are activities that should be considered: (any two)

- **Complaints handling procedure**  
Having an effective method of handling complaints is an important part of quality control.
- **Quality circles**  
Quality circles are small groups of employees who meet in order to discuss how to solve quality problems. Membership in quality circles is usually voluntary and everyone's opinion is valued. When employees are part of quality circles, they are usually more motivated because they have a say in the way the company is run.
- **Taguchi method**  
This method of quality control emphasises the roles of research, product design and process control to reduce defects and avoid substandard goods.
- **PDSA (Plan, Do, Study, Act)**  
PDSA is a four-stage problem-solving approach used for improving a process or product. It is important to include customers as part of the PDSA approach because they can provide feedback if a process doesn't work.
- **Process mapping**  
Process maps are an important quality improvement tool. They are used to detail the steps in a process, the flow of the process, the time a process takes, and to identify outputs that can be improved.
- **Benchmarking**  
This involves finding the best methods used by competitors in the same industry and comparing them to your own methods.
- **Total quality management (TQM)**  
This is a business philosophy that emphasises commitment to improving quality in all areas of the organisation.

<b>Band 1 (1–3 marks)</b>	For no awardable content, award 0 marks. Applies a basic understanding of the benefits of improving and maintaining the quality of their products. Demonstrates a basic analysis of the different approaches to quality improvement in response to the scenario.
<b>Band 2 (4–6 marks)</b>	Applies a good understanding of the benefits of improving and maintaining the quality of their products. Demonstrates a good level of analysis of the different approaches to quality improvement in response to the scenario.
<b>Band 3 (7–9 marks)</b>	Applies a thorough understanding of the benefits of improving and maintaining the quality of their products. Demonstrates a thorough analysis of the different approaches to quality improvement in response to the scenario.
<b>Band 4 (10–12 marks)</b>	Applies a comprehensive understanding of the benefits of improving and maintaining the quality of their products and how this supports the organisation, based on detailed and accurate chains of reasoning. Demonstrates comprehensive analysis of the different approaches to quality improvement in response to the scenario.

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11. **Objective:** Describe total quality management (TQM) and explain ways to achieve it.

**Suggested content**

TQM is a business philosophy that emphasises commitment to improving quality on every function and every department. Everyone that works for the company must be looking for ways to improve work. In organisations using TQM, the customer is always put first, e.g. by having systems for excellent customer service and by conducting market research to find out what the public want.

- Skills development and education
- Evaluating the effectiveness of training
- Research into the needs and future wishes of customers
- Producing quality goods and services that satisfy customers' needs and expectations
- Continuous improvement of processes and systems

 <p><b>Band 1</b> (1–3 marks)</p>	<p>For no awardable content, award 0 marks. Applies a basic understanding of TQM that shows limited consideration of how it can be used to support the organisation alongside the issues outlined in the scenario. Demonstrates limited analysis of methods of implementing TQM, with limited connections showing how it is applicable to the scenario. The response lacks clarity and is generally poorly expressed.</p>
<p><b>Band 2</b> (4–6 marks)</p>	<p>Applies a good understanding of TQM that shows some consideration of how it can be used to support the organisation in meeting its objectives alongside the issues outlined in the scenario. Demonstrates a good level of analysis of methods of implementing TQM, with some connections showing how it is applicable to the scenario, offering some detail. The response is generally clearly expressed, with some consideration of how it is applicable to the scenario.</p>
<p><b>Band 3</b> (7–9 marks)</p>	<p>Applies a comprehensive understanding of TQM that shows how the organisation is fully supported to meet its objectives alongside the issues outlined in the scenario. Demonstrates comprehensive analysis of methods of implementing TQM, fully linked to the scenario, offering detailed and accurate chains of thought. The response is fully coherent and is articulated using an excellent structure.</p>

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## **Preview of Answers Ends Here**

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