



# GO2 EDUCATE

**FOLLOWING THE CCEA GCSE SPECIFICATION  
FROM SEP 2017**

## **Business Communication Systems TEST PACK SAMPLE**



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### **TEST PACK INCLUDES:**

**13 QUICK TESTS AND 8 PRACTICE EXAM TOPIC TESTS WITH ANSWERS**

**SAMPLE INCLUDES ONE EXAMPLE OF EACH**

**Release date: February 2019**



# GO2 EDUCATE

**FOLLOWING THE CCEA GCSE  
SPECIFICATION**

**FROM SEP 2017 UNIT 2**

**Business Communication Systems**



**EXAM PRACTICE TEST BOOKLET BY TOPIC**

**Student Name:** \_\_\_\_\_

**Registration Class:** \_\_\_\_\_

**Teacher:** \_\_\_\_\_

**SITE LICENCE**

**Name of School:**

## USE OF DIGITAL TECHNOLOGY AND DIGITAL TRADING TEST 3

Finlay Engineering is a large Private Limited Company who manufacture tools. The company uses digital technology extensively to communicate internally and externally with a wide range of stakeholders. They also operate an online e-commerce system which continues to extend their customer base.

**(Q1) E-mail is used on a daily basis for internal communications between employees. Describe two facilities available on most email systems that would be useful to Finlay Engineering (4 marks)**

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**(Q2) An intranet system is used for ongoing employee training. Describe two key features of an intranet (4 marks)**

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**(Q3) Video conferencing is often used to hold meetings with their suppliers of raw materials and other large corporate businesses who are customers. Describe two key advantages of using video conferencing facilities (4 marks)**

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**(Q4) Finlay Engineering use a number of social media channels to promote their business and new products. Describe two common facilities that most social media channels have that are likely to be used by the business (4 marks)**

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**(Q5) 70% of Finlay Engineering's business is done via an e-commerce platform. Describe 2 key features available on an e-commerce platform (4 marks)**

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**(Q6) Describe two advantages to Finlay Engineering's customers of the e-commerce platform (4 marks)**

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**(Q7) Describe two advantages to Finlay Engineering of selling goods on an e-commerce platform (4 marks)**

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**(Q8) Describe two disadvantages or concerns of the customer of purchasing goods online (4 marks)**

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**(Q9) Online businesses must comply with a number of legislations. Describe the key purpose of the Consumer Contracts Regulations 2013 (2 marks)**

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**(Q10) Another key legislation is the Data Protection Act 1998, recently replaced by GDPR regulations. Explain the key purpose of this legislation and regulations (2 marks)**

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**TEST TIME: APPROXIMATELY 40 MINUTES**

**TOTAL MARKS = 36**



# GO2 EDUCATE

**FOLLOWING THE CCEA GCSE**

**SPECIFICATION**

**FROM SEP 2017**

**Business Communication Systems**



**EXAM PRACTICE TEST TEACHER ANSWER**

**BOOKLET BY TOPIC**

**Student Name:** \_\_\_\_\_

**Registration Class:** \_\_\_\_\_

**Teacher:** \_\_\_\_\_

**SITE LICENCE**

**Name of School:**

## **USE OF DIGITAL TECHNOLOGY AND DIGITAL TRADING TEST 3**

Finlay Engineering is a large Private Limited Company who manufacture tools. The company uses digital technology extensively to communicate internally and externally with a wide range of stakeholders. They also operate an online e-commerce system which continues to extend their customer base.

**(Q1) E-mail is used on a daily basis for internal communications between employees. Describe two facilities available on most email systems that would be useful to Finlay Engineering (4 marks)**

Address book facility, can send instant messages, mark messages as important, attach files, send messages to several recipients at once, automated message in absence, provides a permanent record for sender and receiver, accessible via the internet

**(Q2) An intranet system is used for ongoing employee training. Describe two key features of an intranet (4 marks)**

Internal network area only accessible by authorised personnel, only accessible via user name and password, can share software files and resources, useful for group projects and internal communications, may provide online interactive training facilities such as VLEs, chat and messaging facilities, blog and forum facilities, 24/7 accessibility

**(Q3) Video conferencing is often used to hold meetings with their suppliers of raw materials and other large corporate businesses who are customers. Describe two key advantages of using video conferencing facilities (4 marks)**

Real time two-way communication, reducing the need to travel  
Whiteboard features allowing collaboration using drawing tools, text etc.  
Desktop sharing facilities should both can view screen  
Virtual view of the audiences individually or around the table  
Most have a recording facility allowing members to re-play the meetings  
Meetings can be scheduled at short notice or planned in advance

**(Q4) Finlay Engineering use a number of social media channels to promote their business and new products. Describe two common facilities that most social media channels have that are likely to be used by the business (4 marks)**

Users can post messages, images and multimedia  
Instant chat options available  
Conversations can be saved for future reference  
Accessible from any mobile device with internet facilities

**(Q5) 70% of Finlay Engineering's business is done via an e-commerce platform. Describe 2 key features available on an e-commerce platform (4 marks)**

Online shopping facility for customers

Electronic Payments can be made instantaneously

Customers can view products online before making a purchase

**(Q6) Describe two advantages to Finlay Engineering's customers of the e-commerce platform (4 marks)**

Customers can compare products and prices online before making a purchase

Customers can browse and purchase goods at their own convenience, without the need to travel and products delivered to their door

Customers can pay for goods online by card, so no need for cash

**(Q7) Describe two advantages to Finlay Engineering of selling goods on an e-commerce platform (4 marks)**

Businesses can categorise and display all goods online without the need for a physical shop

Businesses can reach a larger audience and therefore sales and profit are likely to be higher

Businesses can continue to communicate with customers online, even when the physical factory is shut

**(Q8) Describe two disadvantages or concerns of the customer of purchasing goods online (4 marks)**

Ongoing online security threat via personal details and payment information

Unable to see the physical product until after the purchase is made

**(Q9) Online businesses must comply with a number of legislations. Describe the key purpose of the Consumer Contracts Regulations 2013 (2 marks)**

To protect the consumer and outlines details about contracts between the trader and the buyer

**(Q10) Another key legislation is the Data Protection Act 1998, recently replaced by GDPR regulations. Explain the key purpose of this legislation and regulations (2 marks)**

A set of rules that govern how a business must deal with customer data

**TEST TIME: APPROXIMATELY 40 MINUTES**

**TOTAL MARKS = 36**



# GO2 EDUCATE

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## FOLLOWING THE CCEA GCSE SPECIFICATION BUSINESS COMMUNICATION SYSTEMS



### QUICK TEST STUDENT BOOKLET SPEC FROM SEP 2017

Student Name: \_\_\_\_\_

Registration Class: \_\_\_\_\_

Teacher: \_\_\_\_\_

SITE LICENCE

Name of School:



## QUICK TEST 11: Methods of Selection & Training

QUESTION	Answers
What is a psychometrics test used for?	
What are aptitude and ability tests used for?	
Name 2 common features of an Interview	
Explain 2 reasons why a candidate might be asked to give a presentation as part of the interview	
Describe 2 key reasons why induction training is important for new staff	
Define the acronym CPD	
Provide 2 key reasons why CPD is important in the workplace	
What is on-the-job training?	
What is off-the-job training?	
Name 2 key items that must be implemented by employers under the Health & Safety at Work Act (1974)?	
<b>15</b>	<b>TOTAL MARKS</b>



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## FOLLOWING THE CCEA GCSE SPECIFICATION FROM SEP 2017 BUSINESS STUDIES



### QUICK TEST TEACHER ANSWERS

Student Name: \_\_\_\_\_

Registration Class: \_\_\_\_\_

Teacher: \_\_\_\_\_

SITE LICENCE

Name of School:

## QUICK TEST 11: Methods of Selection & Training

QUESTION	Exemplary Answers
What is a psychometrics test used for?	Used to reveal personality traits of the candidate
What are aptitude and ability tests used for?	To assess Intellectual performance
Name 2 common features of an Interview	Structured format Same questions are used for each candidate
Explain 2 reasons why a candidate might be asked to give a presentation as part of the interview	Used to establish if the candidate is confident, can perform under pressure, assess their ability to effectively communicate
Describe 2 key reasons why induction training is important for new staff	To explain and ensure new employees understand the business, key aims and objectives, its customers and competitors To give a tour around the workplace, introduce colleagues, protocol and procedures To ensure the new employee can perform their job confidently
Define the acronym CPD	Continued Professional Development
Provide 2 key reasons why CPD is important in the workplace	To review and evaluate performance For long term planning To update staff and implement new working practices, changes in procedures and legislation To help keep employees motivated and encourage team work, help the business remain competitive
What is on-the-job training?	Training that takes place in the workplace
What is off-the-job training?	Training the takes place outside the workplace
Name 2 key items that must be implemented by employers under the Health & Safety at Work Act (1974)?	Must appoint a person/s responsible Have a health & safety policy Complete risk assessments Must train staff on health & safety procedures Have suitable insurance
<b>15</b>	<b>TOTAL MARKS</b>

SAMPLE