



BCS Practitioner Award in Collaborating with Business Teams

Specimen Paper

Record your surname / last / family name and initials on the answer sheet.

Sample paper only 10 questions, which are a mixture of multiple-choice, ordering, complete the blanks and multiple-response questions – 1 or 2 marks awarded to each question. There are no trick questions.

Questions which specify more than one response required are worth two marks.

A number of possible answers are given for each question, indicated by either **A B C D** or **E**. Your answers should be clearly indicated on the answer sheet.

Pass mark is 10/15

Time allowed 22 minutes

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- Ofqual, Qualifications in Wales, CCEA or SQA.

1 What is the **BEST** measure of success when considering whether a business team is communicating effectively?

- A Sales figures.
- B The strength of employee relationships over time.
- C Customer satisfaction.
- D The number of team members in an employee's social network.

2 It is your job to research which collaboration tools to purchase for your company. You intend to use these tools for a project which involves stakeholders in different countries making amendments to shared documents.

"I would advise that, as our stakeholders work far apart from one another, we should use (A)..... to communicate. As they are working on the same documents it is best to use (B)..... to collaborate on documents and projects"

Circle **one** CORRECT choice to complete each blank.

- A virtual meeting software.
cloud computing.
project planning tools.
- B cloud computing
email software
mobile applications

3 Read the email below:

*“Dear everyone,
It has come to my attention of late that we need to focus on our approach to interacting with customers. I have scheduled this meeting so that we can discuss techniques together ahead of the sales drive taking place on Friday. Biscuits, teas and coffees will be provided.
See you then,
Cassandra, Head of Operations”*

Taking into considering factors such as tone, language and author, which **two** of the following are the **MOST LIKELY** motivations for Cassandra communicating this message to other employees?

- A Cassandra would like to hold a party involving biscuits, tea and coffee to motivate her staff.
- B Cassandra intends to punish other members of staff for failing to interact with customers properly.
- C Cassandra wants to talk about how to improve the interactions employees are having with customers ahead of an upcoming event.
- D Cassandra wants to prepare her staff for future interactions with customers through dialogue rather than by lecturing them.
- E Cassandra wants to remind her staff that she expects certain standards. She is using the refreshments as a way of blackmailing them into working harder.

4 When establishing rapport, which of the following is **LEAST** important?

- A Body language.
- B Tone of voice.
- C Language use.
- D Physical appearance.

- 5 Callum has stayed late at the office to work on a presentation he has promised to give the following morning. He works so late that he fails to get enough sleep and arrives late to the office the next morning.

From the list below choose the two characteristics of professionalism which Callum has failed to demonstrate.

- A Positivity.
 - B Work ethic.
 - C Timeliness.
 - D Coachability.
 - E Integrity.
- 6 When engaging with colleagues, which is **MOST LIKELY** to lead to the desired outcomes?
- A A positive attitude.
 - B Talking in a monotone manner.
 - C Maintaining a professional distance.
 - D Use of acronyms.
 - E Concealing your emotions.
- 7 Which of the following strategies is **MOST LIKELY** to help build a network?
- A Talk about skill sharing.
 - B Think about what they can do for you.
 - C Connect with everyone you meet on social media.
 - D Offer to swap social media recommendations with everyone you meet.
 - E Wait for people to come to you.

- 8 Camille, who has recently taken on the management of a team, has arranged for all team members to complete a Belbin questionnaire.

How **SHOULD** this be used to improve team performance?

Select **three** CORRECT options.

- A To identify gaps in the team.
- B To identify areas where team members might develop.
- C To improve team members' understanding of each other.
- D To identify underperforming team members.
- E To identify specialist expertise within the team.

- 9 David is due to meet with a senior manager in the business. He wants to ensure that he understands what he has been told.

Which of the following is **LEAST LIKELY** to assist in this?

- A Repeat back what he has been told.
- B Share the key points after the meeting.
- C Ask questions about what he has been told.
- D Seek clarification of any terms used.
- E Explain his role in the company.

- 10 Jamie wants to provide feedback to a member of his team. Which of the following tactics **SHOULD** Jamie consider in doing this?

Select **three** CORRECT options.

- A Including only positive feedback.
- B The timing of the feedback.
- C The place where the feedback is given.
- D Rehearsing the conversation with another team member.
- E Using a framework to structure the feedback.

End of Paper

**BCS Practitioner Award in Collaborating with Business Teams
Answer Key**

Question	Answer	No. of Marks	Syllabus Section
1	B	1	1.1
2	A – virtual meeting software. B – cloud computing.	2	1.3
3	C and D	2	1.5
4	D	1	2.2
5	C and E	2	2.3
6	A	1	2.4
7	A	1	3.3
8	A, B and C	2	3.4
9	E	1	4.1
10	B, C and E	2	4.2