



# BCS Practitioner Award in Business Skills for the IT Professional

## 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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This professional certification is not regulated by the following United Kingdom Regulators  
- Ofqual, Qualifications in Wales, CCEA or SQA.

1 Which of the following options CORRECTLY describes a company that has been organised based on the company's key products?

- A Functional.
- B Divisional.
- C Flatarchy.
- D Matrix.

2 Match the description to the CORRECT choice from the drop down list to categorise these business-related statements as either "mission" or "vision".

- A Offer a wide range of well-designed, functional home furnishing products at prices so low that as many people as possible will be able to afford them.
- B To create a better everyday life for the many people.
- C We believe that buying glasses should be easy and fun. It should leave you happy and good-looking, with money in your pocket.
- D Create groundbreaking sports innovations, make our products sustainably, build a creative and diverse global team, and make a positive impact in communities where we live and work.

- A.....
- B.....
- C.....
- D.....

3 Which of the following statements CORRECTLY describes the purpose of a KPI?

- A To funnel traffic to the correct destination.
- B To commit to a level of service for customers.
- C To show influencing factors that relate to the primary goal.
- D To benchmark against competitors.

4 Which of the following statements apply to the calculation of budget variance?  
Select **two** CORRECT options.

- A Using subtraction – it is the difference for a specific account between the budget and the actual amounts.
- B Using addition – it is the sum of the budget and actual amounts for the month.
- C Using multiplication – it is the budget amount multiplied by the actual amount for the month.
- D Using division – it is a ratio of budget divided by actual expense.
- E Using percentages - a calculation can be used to report the final variance.

5 Breakeven point analysis is a way for a company to know how many ..... in order to break even, meaning that it earns £0 and also loses £0.

Select the CORRECT phrase to complete the blank.

- A products it needs to sell
- B products it needs to make
- C products returns it can accept
- D days must pass

6 Select the CORRECT order for the next steps in the repeated Agile process sequence, once the requirements for a short project sprint have been established.

**Number Order**

- |            |       |
|------------|-------|
| A Develop. | ..... |
| B Design.  | ..... |
| C Review.  | ..... |
| D Test.    | ..... |
| E Deploy.  | ..... |

7 The concept of continuous improvement is part of which of the following approaches?

- A Management By Objectives.
- B Total Quality Management.
- C Action Planning.
- D Re-engineering.

- 8 Kathy is using the Power/Interest Grid to determine the position of her stakeholders. She is looking for an executive manager who can make decisions and promote changes.

Where in the Power/Interest Grid **SHOULD** this stakeholder fall?

- A High power/high interest.
  - B Low power/low interest.
  - C Low power/high interest.
  - D High power/low interest.
- 9 Which **two** of the following are **NOT** examples of an external customer?
- A Shoppers in a supermarket.
  - B Concierge in a hotel.
  - C A colleague in a different department.
  - D Commuters buying bus tickets.
  - E A person buying clothes from a boutique.
- 10 “A culture that promotes CSR will likely have.....”
- Select **two** options which could **CORRECTLY** complete the sentence.
- A A customer-first focused culture.
  - B Company values like honesty, integrity and fairness.
  - C Business goals focused on innovation.
  - D Company values around taking risks.
  - E Events generating funds and donated to nonprofit organisations.

**End of Paper**

**BCS Practitioner Award in Business Skills for the IT Professional  
Answer Key**

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<b>Question</b>	<b>Answer</b>	<b>No. of Marks</b>	<b>Syllabus Section</b>
<b>1</b>	<b>B</b>	<b>1</b>	<b>1.1</b>
<b>2</b>	<b>A - mission B - vision C - vision D - mission</b>	<b>2</b>	<b>1.2</b>
<b>3</b>	<b>C</b>	<b>1</b>	<b>1.3</b>
<b>4</b>	<b>A and E</b>	<b>2</b>	<b>2.1</b>
<b>5</b>	<b>A</b>	<b>1</b>	<b>2.3</b>
<b>6</b>	<b>A – 2 B – 1 C – 5 D – 3 E - 4</b>	<b>2</b>	<b>3.1</b>
<b>7</b>	<b>B</b>	<b>1</b>	<b>3.2</b>
<b>8</b>	<b>A</b>	<b>1</b>	<b>3.3</b>
<b>9</b>	<b>B and C</b>	<b>2</b>	<b>4.2</b>
<b>10</b>	<b>B and E</b>	<b>2</b>	<b>4.3</b>