



TERTIARY AND VOCATIONAL EDUCATION COMMISSION



Common Examination -2019

NVQ Level 5 Equivalent Qualification through Mature Candidates Route

Time: 1 ½ Hours

Instructions:

- (i) The question paper consists of Six (6) questions. Candidates are required to answer any Three (3) questions.
 - (ii) Begin each answer on a new sheet
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Model Paper

Note: This model paper consists of four (04) questions. But in the exam paper you will get same type of Six (06) questions and it is required to answer any tree (03) questions.

Question 01

“KRC Fashions” is a design company located in Galle. It has five divisions. Currently there are 150 employees work in the company. The company is going to maintain their staff, subcontractors and customer information in a database.”

- (i) Write 05 advantages in using computerized human resource system in the above company. (05 Marks)
- (ii) Explain why you need to keep backups for the company information (05 Marks)
- (iii) Document management is very important for organization” Briefly explain. (05 Marks)
- (iv) “Marketing research is generally focusing on a specific problem or product” To what extent do you agree with this statement? (10 Marks)

[25 Marks]

Question 02

“XYZ Company undertakes projects for cooperate as well as individual clients. The planning division of the company is headed by the Director of planning Mr. Silva and his team consists of a project manager and team of other categories of staff. Mr. Silva has informed his project manager about an important estimate that needs to be conducted the next morning via email.

The project manager has forwarded the message to the relevant officer who is responsible for preparing estimates, and he acknowledge to project manager and Mr. Silva about his matter.”

- (i) Briefly describe how ICT helps to promote workplace communication in your organization. (06 Marks)
 - (ii) Briefly explain the communication process of the XYZ Company according to the given scenario. (08 Marks)
 - (iii) What are the barriers of communication in XYZ Company? (05 Marks)
 - (iv) Briefly explain advantages and disadvantages of formal and informal communication. (06 Marks)
- [25 Marks]

Question 03

"The functions of planning, organizing, leading, and controlling are integral to the role of a manager"

- (i) Explain the need of management for organization. (04 marks)
- (ii) Explain the four management functions planning, organizing, leading, and controlling. (08 Marks)
- (iii) Explain the importance of forecasting in decision making (06 Marks)
- (iv) Explain benefits of having planning priorities in your professional life. (07 Marks)

[25 Marks]

Question 04

Write short notes in any five (5)

- (i) WWW
- (ii) Progress Report
- (iii) Personal values for effective communication
- (iv) Importance of networking in workplace for day to day activities
- (v) Job satisfaction
- (vi) Marketing Research

[5 x5 = 25 Marks]

.....*End of the Question paper*.....