



CERTIFIED ACCOUNTING TECHNICIAN
STAGE 1 EXAMINATIONS
S1.3 EFFECTIVE WORKING IN ACCOUNTANCY
AND FINANCE

DATE: THURSDAY 29, AUGUST 2024

INSTRUCTIONS:

1. Time allowed: **2 hours and 30 minutes.**
2. This examination has **one** section only: **Section A**
3. Section **A** has **50 compulsory** multiple-choice questions equal to **2 marks each**
4. The question paper should not be taken out of the examination room

SECTION A

QUESTION ONE

Which one of the following cannot be covered by occupational health and safety policies?

- A Duty to provide first-aid and welfare facilities
- B The provision on personal protective equipment
- C Prohibition of smoking
- D Appointing an Occupational Safety and Health manager

(2 Marks)

QUESTION TWO

Which one of the following statements is false?

- A Personal skills refer to attributes that one human may use to interact with others
- B Hard skills are more difficult to acquire and change
- C Interpersonal skills refer to attributes that one human may use to interact with others
- D Hard skills may be learned and perfected over time

(2 Marks)

QUESTION THREE

Which one of the following is crucial when planning communications?

- A Structure and Style
- B Audience
- C Purpose
- D All of the above

(2 Marks)

QUESTION FOUR

Which one of the following is defined as a broader process of growth in knowledge and capabilities?

- A Continuing Professional Development
- B Training
- C Development
- D All of the above

(2 Marks)

QUESTION FIVE

Which one of the following should not be on the letterheads?

- A The logo
- B The name and address of the target recipient
- C Contact details of the organization sending the letter
- D The Name of the organization sending the letter

(2 Marks)

QUESTION SIX

Which one of the following statement is not correct?

- A A primary objective of a finance function is to provide information to stakeholders
- B The relationship between the finance function and the stakeholders can depend on whether stakeholders work within the same organization or do not work within the organization
- C Stakeholders can be anyone who does not have an interest in an organization.
- D A primary objective of a finance function is to receive information from stakeholders

(2 Marks)

QUESTION SEVEN

..... communication means standing up for your own rights, needs and opinions without dismissing the rights, needs or opinions of others.

Which one of the following can best complete the above sentence?

- A Passive
- B Aggressive
- C Assertive
- D None of the above

(2 Marks)

QUESTION EIGHT

Which one of the following statements is not correct?

- A Horizontal conflict takes place between departments at the same level in the hierarchy
- B Vertical conflict takes place between departments at different levels of the hierarchy
- C Conflict between departments over resource allocations is a horizontal conflict
- D Conflict between managers and workers over pay and working conditions is a horizontal conflict

(2 Marks)

QUESTION NINE

The payroll function may be a section of the accounting function.

Which one of the following information can be provided by the Payroll Department to other internal and external parties?

- A Total wage/salary and overtime costs
- B Employees' pension contributions
- C Standard and overtime hours worked
- D Wage/salary and overtime rates

(2 Marks)

QUESTION 10

Yvonne has been working for district hospital. She recently attended a three days' workshop in Kenya with theme "Resolving conflicts and dissatisfactions". During the workshop, one of the presenters said: "The win-win model states that there are three basic ways in which a conflict or problem can be worked out".

One of those basic ways is to find a compromise solution, so that neither party gets what they really wanted.

Which of the following relates to the compromise solution stated above?

- A Win - Win
- B Lose - Lose
- C Win - Lose
- D None of the above

(2 Marks)

QUESTION 11

A&B Company is producing cosmetics products and is planning to recruit a sales assistant.

Which one of the following personal qualities are essential for that role?

- A Good communicator and good listener
- B Good communicator and respectful
- C Good listener and trustworthy
- D Responsible and good communicator

(2 Marks)

QUESTION 12

There are different areas regulated under Rwandan law and many of which have their equivalents in the legal regimes of other parts of the world.

Which one of the following is regulated by Company Law?

- A Duties of directors of the company
- B Keeping accounting and registers
- C Preparing and circulating annual reports
- D All of the above

(2 Marks)

QUESTION 13

In business communication, the message should always be short and simple.

Which one of the following statements is not in line with the above statement?

- A Avoiding the use of jargon
- B Eliminating unnecessary words and phrases
- C Being ambiguous
- D All of the above

(2 Marks)

QUESTION 14

Which one of the following is the second best option in communication if immediate feedback or personal sensitivity is required?

- A Telephone call
- B Face to face communication
- C Letters
- D None of the above

(2 Marks)

QUESTION 15

Which one of the following are valid reasons for members of professional bodies to complete a certain number of hours of Continuous Professional Development (CPD)?

- A Pay raise
- B Get promotion or new appointment
- C Maintain their technical competence
- D All of the above

(2 Marks)

QUESTION 16

Alicia is an employee of a Commercial Bank. Recently, she attended a workshop where the emphasis was on teamwork. Back to office, she has prepared a presentation to her workmates showing the advantages to working as part of a team rather than on an individual basis.

Which one of the following cannot be part of the advantages to working as part of a team in Alicia's presentation?

- A Inspiration
- B Motivation
- C Frictions
- D None of the above

(2 Marks)

QUESTION 17

An action plan is an even more detailed planning tool, which can be used for complex and usually longer-term projects.

Which one of the following may not be part of the action plan?

- A Details of each task which is part of the project
- B Expected and actual costs
- C Start and completion dates for each task
- D Person responsible for each task

(2 Marks)

QUESTION 18

Alpha is a CFO in Amani Insurance Company. On Wednesday 5th June 2024, the CEO asked Alpha to compile figures from different departments to be presented in the board meeting scheduled Friday 14th June 2024. On Tuesday 11th June 2024, Alpha realized that he might not meet the deadline and informed the CEO about it.

Which one of the following can be done by the CEO to resolve that issue?

- A Lighten the CFO's existing workload in order to free up time to meet the deadline
- B Provide the CFO with additional resources
- C Put pressure on any other department managers who are holding the CFO up by not compiling the required figures
- D All of the above

(2 Marks)

QUESTION 19

M&M Company has recently appointed you as accountant. In the first week, you attended the induction and one of the presenters said that it is important to adhere to any agreed working practices and policies.

Which one of the following can happen if you depart from agreed working practices and policies?

- A Creating a risk of disruption to plans
- B Damage to working relationships
- C Integrity of data
- D All of the above

(2 Marks)

QUESTION 20

Which one of the following statements is not correct?

- A Job description sets out what a person in the specific job should be able to do.
- B Role description describes the requirements of the job-holder
- C Person specification sets out what sort of personal qualities the organization is looking for.
- D Person specification describes the requirements of the job-holder

(2 Marks)

QUESTION 21

A is someone who has direct authority over people and activities, down the vertical line of command in the organization chart.

Which one of the following can best complete the above sentence?

- A General office manager
- B Finance Manager
- C Line manager
- D Administration manager

(2 Marks)

QUESTION 22

You are working for an audit firm. In a departmental meeting, one partner states that you have to enhance your knowledge on topics relevant to your work.

Which one of the following will best help you enhance your knowledge on topics relevant to your work?

- A Training courses
- B Technical briefs
- C On-the-job training
- D None of the above

(2 Marks)

QUESTION 23

The ongoing development of skills and knowledge has significant benefits for the learners/trainees themselves, and for the organization in which they work.

In line with the above statement, **which one of the following is a benefit for the employing organization?**

- A Less supervision required
- B Greater confidence and flexibility
- C Greater job security
- D Satisfaction from greater contribution

(2 Marks)

QUESTION 24

Alex is IT specialist in an Insurance Company. During a planning meeting of the company, one of the managers said the following: “Even if your organization supports you in training and development planning, it is important that you define your own development objectives, within the context of your own strengths, weaknesses and career goals”.

Which one of the following are characteristics of effective objectives?

- A Special, measurable, agreed, realistic and time-bounded
- B Special, memorable, agreed, realistic and time-bounded
- C Special, memorable, agreed, relevant and time-bounded
- D Specific, measurable, agreed, realistic and time-bounded

(2 Marks)

QUESTION 25

Ethan is sitting for an exam for the accountant position in the District Pharmacy. One of the question is to calculate the net price of the goods for an invoice of 6,000,000 FRW (VAT inclusive).

Which one of the following is the correct answer? (Rounded up to the nearest whole franc)

- A 4,920,000 FRW
- B 5,084,746 FRW
- C 5,217,391 FRW
- D None of the above

(2 Marks)

QUESTION 26

You are working in the Finance Department of Y&M Insurance Company and you are requested by the Chief Finance Officer (CFO) to report on the breakdown of your 50-hour working week, to check whether your being a shared resource for the Assistant Financial Accountants and Payroll Manager is working. You work out that in an average week, responding to emails take 10 hours (20%); your work on payroll takes 25 hours (50%); and your work on keeping the books of accounts takes 15 hours (30%).

In presenting this data in your report to the CFO, you are required to present them on the Pie Chart.

Which one of the following will represent the portion of the work of keeping the books of accounts on the Pie Chart?

- A 180°
- B 108°
- C 118°
- D None of the above

(2 Marks)

QUESTION 27

Which one of the following are important part of the Personal Development Plan (PDP)?

- A Objective, methods ,timescale and monitoring
- B Objective and review
- C Objective, methods and review
- D Objective, timescale and monitoring/review

(2 Marks)

QUESTION 28

Which one of the following is a method of informal evaluation and review?

- A Periodic progress reviews
- B Annual performance appraisal
- C Personal Development Plan
- D None of the above

(2 Marks)

QUESTION 29

Once you have prepared a list of priorities, you will need to schedule tasks, by determining when you will tackle them.

Which one of the following methods will be useful for you to schedule routine tasks?

- A Forward scheduling
- B Backward scheduling
- C Daily scheduling
- D All of the above

(2 Marks)

QUESTION 30

In case any team member anticipates trouble meeting their commitments, they must communicate it immediately.

Among the following who should be informed about the trouble first?

- A The affected colleagues
- B The team leader
- C Head of concerned departments
- D All of the above

(2 Marks)

QUESTION 31

Which one of the following is not part of the key principles of effective time management?

- A Organization
- B Action plans
- C Information
- D Priorities

(2 Marks)

QUESTION 32

You are an accountant in a district and you have a number of tasks related to the closure of the financial year.

Which one of the following criteria will help you determine the order in which your tasks should be completed?

- A Arrival time
- B Shortest task first
- C Most nearly finished
- D All of the above

(2 Marks)

QUESTION 33

If you want to prepare a good report, you should ensure it is easy for users to understand the message and they can easily navigate through the information.

Which one of the following statement is not confirming the above statement?

- A A good report will avoid technical language for non-technical users
- B A good report will use tables or diagrams to highlight important points
- C A good report will not include supporting details into appendices
- D A good report will use tables or diagrams to show comparisons or trends

(2 Marks)

QUESTION 34

Igor is working in one of the Universities based in the City of Kigali. Three weeks ago, his supervisor requested him to prepare a presentation showing what his personal development plan can help him to do.

Which one of the following cannot be incorporated in Igor's presentation?

- A Setting specific criteria for measurement of the attainment
- B Measure university's employees progress against agreed goals
- C Competence assessment
- D Gaining the cooperation of the supervisor

(2 Marks)

QUESTION 35

Which one of the following statement is FALSE?

- A Organizational efficiency is about achieving objectives with the minimum use of resources
- B The finance functions support efficiency by providing information so that resources are used thoughtlessly
- C The finance functions support efficiency by providing information for control
- D The finance functions support efficiency by providing information for planning

(2 Marks)

QUESTION 36

Which one of the following is the best statement?

- A Letters can be made confidential by stating confidential on the envelope, so that only the target recipient should open the message.
- B Letters can be made confidential by stating private at the top of the letter, so that only the target recipient should open the message.
- C Letters can be made confidential by stating private and confidential on the envelope.
- D Letters can be made confidential by stating private and confidential on the envelope and at the top of the letter, so that only the target recipient should open the message.

(2 Marks)

QUESTION 37

Uwitonze is working in finance at B&B Mining Company. Before the year-end, Human Resources department prepares a consolidated development plan for employees.

Among the following, **which one should agree with Uwitonze her personal development objectives?**

- A Line Manager
- B Human Resources Manager
- C Managing Director
- D All of the above

(2 Marks)

QUESTION 38

Which one of the following defines colloquialisms in business letters?

- A Words or phrases that are not formal and are used in ordinary or familiar conversation
- B Words or names formed as an abbreviation from the initial components in a phrase or a word
- C Words that have alternative meanings
- D All of the above

(2 Marks)

QUESTION 39

A common method of training employees is to provide support in the work place.

Which one of the following method can help employee gain experience of a wide range of activities?

- A Temporary promotion
- B Action learning
- C Job rotation
- D Demonstration

(2 Marks)

QUESTION 40

Peace has joined recently an Insurance Company for the position of accountant. In the first month of her new job, she has found one of her fellow accountant extremely rude to her and constantly demanding that she makes coffee for her.

Which of the following would be the best course of action in the first instance?

- A Resign from her position
- B Complain to her line manager
- C Discuss her concerns with her colleague
- D Do nothing

(2 Marks)

QUESTION 41

Which one of the following statements is not correct?

- A In business relationship, formality expresses respect for the position and professionalism of the person you are dealing with
- B Personal skills are not important to create good relationships with external stakeholders
- C In business relationship, formality signals the seriousness with which you take your own work role
- D In business, you should avoid abbreviated forms in communication

(2 Marks)

QUESTION 42

A is a formal complaint by an individual who feels that they are being wrongly or unfairly treated by a colleague or manager at work.

Which one of the following can best complete the above sentence?

- A Grievance
- B Harassment
- C Discriminatory treatment
- D Grievance procedure

(2 Marks)

QUESTION 43

Which one of the following statement is correct?

- A Ambition is not a helpful motivator for personal development.
- B In order to identify future learning needs, you do not need to consider where you are aiming to go within your current organization.
- C Organizations carry out formal learning needs analysis, by testing employees' performance on areas listed in a job description.
- D All of the above

(2 Marks)

QUESTION 44

Elvis is a new lawyer at J&M Company. Last week, he attended a workshop on conflict resolution and he is now preparing a presentation on the effects of unresolved conflicts and dissatisfaction.

Which one of the following points should be part of his presentation?

- A Resentment
- B Communication
- C Coordination
- D All of the above

(2 Marks)

QUESTION 45

Fred is the Chief Internal Auditor of B&B Company. His CEO has requested him to prepare a report on compliance with policies and procedures within the company.

In which section of the report should Fred put his detailed findings?

- A Executive summary
- B Main body
- C Recommendations
- D All of the above

(2 Marks)

QUESTION 46

.....is reporting when there has been some deviation or variance from the plan or budget.

Which one of the following can best complete the above sentence?

- A Reporting by comparison
- B Reporting by exception
- C Reporting by difference
- D All of the above

(2 Marks)

QUESTION 47

Teams are a key tool for in organizations, especially where team members are drawn from different functions or units, so that there is plenty of lateral or cross-functional communication.

Which one of the following can best complete the above sentence?

- A. Coordination
- B. Collaboration
- C. Cooperation
- D. Communication

(2 Marks)

QUESTION 48

Agnes is an internal auditor. Recently she attended an internal auditors' workshop and informed that effective teamwork requires a number of elements.

Which one of the following is part of key elements for effective teamwork?

- A Co-ordination, collaboration and communication
- B Performance feedback
- C A mix and balance of people in the team
- D All of the above

(2 Marks)

QUESTION 49

Hellen is working in Finance Department of a local NGO and due to an emergency she is requested to assist colleagues in Budget Department to complete their tasks.

Which one of the following can define the tasks that Hellen is undertaking?

- A Routine tasks
- B Unexpected tasks
- C Regular tasks
- D Daily tasks

(2 Marks)

QUESTION 50

Amra is an employee of an audit firm under Quality Assurance Department. In the daily catch meeting, she informed her workmates that she has a quite number of reports she is working on and she might miss the set deadlines.

Which one of the following could not be the best reason of missing the deadlines?

- A Too great workload
- B Ineffective planning
- C Colleagues' failure of meeting deadlines
- D None of the above

(2 Marks)

End of question paper

BLANK PAGE

BLANK PAGE

BLANK PAGE