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

DATE: THURSDAY 30, NOVEMBER 2023

INSTRUCTIONS:

1. Time allowed: **2 hours and 30 minutes**
2. This exam has one section only: **SECTION A**
3. Section A has **50 Compulsory** multiple choices questions equal to **2 Marks each**.
4. Question papers should not be taken out of the examination room

SECTION A

QUESTION ONE

The role of the finance function is to support the organization's other functions by compiling, preparing and providing complete, accurate and timely information on all financial aspects of the business.

Which of the following are not among the finance's function main functions or tasks?

- (i) Bookkeeping and payroll
- (ii) Internal audit, accounting and logistics
- (iii) Management accounting

- A (i) and (ii)
- B (i) and (iii)
- C (ii) and (iii)
- D All of the above

(2 Marks)

QUESTION TWO

Which of the following are the disadvantages of not having a finance/accounting function to a small and medium enterprise (SME)?

- (i) Possible non-compliance with tax and other laws due to inaccurate accounting records
- (ii) Shareholders are not able to have accurate information about the performance of the business
- (iii) Finance function assist an SME to prepare its books of accounts in line with relevant standards

- A (i) and (ii)
- B (i) and (iii)
- C (ii) and (iii)
- D All of the above

(2 Marks)

QUESTION THREE

Which of the following is not an attribute feature of financial information to be provided by the finance function in an organization?

- A Complete: including all data relevant to the purpose for which the information will be used
- B Accurate: factually and numerically correct, and to an appropriate level of detail for the purpose for which the information will be used
- C Financial information must be summarized to be understood by non-accountant users
- D Timely: delivered at the right time for the information to be meaningful and used to support decision making and action

(2 Marks)

QUESTION FOUR

The accounting function has a very important role in managing working capital in any business.

Which of the following are not working capital items of a business.?

- (i) Cash
 - (ii) Inventory
 - (iii) Revenue
 - (iv) Motor vehicle
- A (i) and (ii)
 - B (i) and (iv)
 - C (i), (iii) and (iv)
 - D All of the above

(2 Marks)

QUESTION FIVE

Your organization like any other entity must abide by the relevant laws in Rwanda. Which of the following laws must your organization abide to?

- (i) Contract law: which shows what constitutes a valid contract, and how rights and obligations under a contract can be enforced
 - (ii) Data protection and confidentiality laws: which show what personal data organisations can legitimately hold and use, to protect the privacy of individuals
 - (iii) Intellectual property law: protecting the rights of the originators of product designs, written texts and artistic works, by preventing their copying and exploitation by others
 - (iv) Health and safety laws: protection of employees and visitors in the workplace
- A Only (ii)
 - B (i) and (iii)
 - C (iii) and (iv)
 - D All of the above

(2 Marks)

QUESTION SIX

Which two of the following are typical responsibilities of the management accountant in a large organisation?

- (i) Processing sales invoices
 - (ii) Reconciling cash balances with bank statements
 - (iii) Planning and preparing budgets
 - (iv) Appraisal of capital investment projects
- A Only (i)
 - B (i) and (iv)
 - C (iii) and (iv)
 - D All of the above

(2 Marks)

QUESTION SEVEN

Which of the following are users of financial statements of an organisation?

- (i) Shareholders,
- (ii) Employees and government
- (iii) Supporting financial institutions
- (iv) Competitors

- A (i) and (ii)
- B (i) and (iii)
- C (iii) and (iv)
- D All of the above

(2 Marks)

QUESTION EIGHT

You are an accountant at a telecommunication company. Which of the following are core or primary services would you expect at a telecommunication company?

- (i) Customer care
- (ii) Marketing
- (iii) Network operations
- (iv) Finance

- A (i), (ii) and (iii)
- B (i) and (iii)
- C (iii) and (iv)
- D All of the above

(2 Marks)

QUESTION NINE

Which of the following are the main accounting business processes?

- (i) Recording all financial transactions carried out by an organization
- (ii) Summarising the transactions to present a financial picture
- (iii) Recruitment of accountants

- A Only (ii)
- B (i) and (ii)
- C (ii) and (iii)
- D All of the above

(2 Marks)

QUESTION 10

Organisation charts are often used to illustrate the formal structure of an organisation and its reporting lines. Which of the following are true about an organizational chart?

- (i) Shows instructions, orders and work requests as they flow down the chain of command from people with more authority (superiors) to those with less authority (subordinates)
- (ii) Reports flow back up the line
- (iii) Salary levels in an organization
- (iv) Your line manager is your immediate superior

- A Only (i)
- B (ii), (iii) and (iv)
- C (i), (ii) and (iv)
- D All of the above

(2 Marks)

QUESTION 11

Which of the following is true about identifying your reporting line in an organisation?

- (i) You can identify your reporting line from your job description under your contract
- (ii) From organizational chart
- (iii) You can identify your reporting line by asking your colleague from another unit
- (iv) You should report to anyone in the organisation who asks you for any information

- A Only (ii)
- B (i) and (ii)
- C (ii) and (iv)
- D All of the above

(2 Marks)

QUESTION 12

In line with the above question 11, which of the following scenarios is Not true about reporting lines in a typical organisation?

- A Accountant reports to the finance manager
- B Chief finance officer reports to the chief executive officer
- C The Chairperson reports to the chief executive officer
- D Chief executive Officer reports to the board of directors

(2 Marks)

QUESTION 13

Which of the following are expected to be your internal stakeholders in your organisation?

- (i) Marketing unit
- (ii) Heads of department
- (iii) Shareholders
- (iv) Suppliers

- A (i), (iii) and (iv)
- B Only (iv)
- C (ii) and (iv)
- D All of the above

(2 Marks)

QUESTION 14

As an aspiring professional accounting technician, which of the following soft skills and interpersonal skills do you need to excel in the professional world?

- (i) Communication skills
- (ii) Listening skills
- (iii) Image and body language
- (iv) Personal qualities such as respect, trust, responsibility, reliability

- A (ii) and (iii)
- B Only (i)
- C (ii) and (iv)
- D All of the above

(2 Marks)

QUESTION 15

Which of the following is not true about the use of business communication?

- A Having a casual discussion with your colleague
- B To give your colleagues information they require
- C To persuade: getting others to agree to, or do, something
- D To build effective working relationships

(2 Marks)

QUESTION 16

Which of the following are the most suitable medium of communication under the circumstances?

- (i) Telephone to the supplier when new stationery is urgently required from the office
- (ii) Notice board/intranet when the managing director wants to give a message to all staff
- (iii) Using email when you have to explain a complicated procedure to a group of people

- A Only (iii)
- B (i) and (ii)
- C (ii) and (iii)
- D All of the above

(2 Marks)

QUESTION 17

It is paramount to communicate effectively, clearly and appropriately in a work environment. **Which of the following is not true about communicating effectively, clearly and appropriately?**

- A Communicating effectively, clearly and appropriately should use appropriate formats (letters, emails etc),
- B Observe format and conventions and an in-house approved style.
- C Be clearly understandable.
- D Must be in English.

(2 Marks)

QUESTION 18

Your supervisor has requested you to share the monthly reconciliation report upon completion with the senior management team.

Which of the following must you ensure to check before sending out your monthly reconciliation report to the senior management?

- (i) To ensure that the report is sent to the right audience
- (ii) Ensuring that it is in the approved structure and style
- (iii) Introduce the purpose of your communication
- (iv) Sharing the reconciliation report using the right channel

- A Only (i)
- B (ii), (ii) and (iii)
- C (ii) and (iii)
- D All of the above

(2 Marks)

QUESTION 19

Assume that your chief finance officer has requested you to make a presentation about e-payment systems and those systems can assist your organisation to grow.

Which of the following should you ensure to cover as part of your presentation?

- (i) Your objectives
- (ii) Factual statements
- (iii) Rumors and unsubstantiated facts
- (iv) Problems highlighted and potential solutions of e-payment systems
- (v) Having many slides to ensure that everything is covered

- A (i), (ii) and (iv)
- B (i), (iii) and (v)
- C (ii) and (iv)
- D All of the above

(2 Marks)

QUESTION 20

While drafting a business email, **which of the following guidelines should you consider?**

- (i) Be concise
- (ii) Have a direct subject line, use a proper greeting
- (iii) Check for proper grammar, correct spelling and ensure that only essential information is covered
- (iv) Have a clear closing

- A (ii) and (iv)
- B (i) and (ii)
- C (i), (ii) and (iv)
- D All of the above

(2 Marks)

QUESTION 21

Assume that you are part of the recruitment process of hiring a receptionist. **Which of the following would you consider as essential personal qualities you would be looking for in a receptionist candidate?**

- (i) Aggressive
- (ii) Being a good communicator
- (iii) Good listener
- (iv) Customer care

- A Only (i)
- B (i) and (ii)
- C (ii), (iii) and (iv)
- D All of the above

(2 Marks)

QUESTION 22

Which of the following is not true about numeracy skills expected to be known by an accounting technician?

- A Addition is used in sub-totalling and totalling amounts: columns of debits and credits, for example, or itemised costs, or the total output of team members, or an amount payable after the addition of VAT.
- B A percentage is a proportion or rate per hundred parts (per cent). It is used to express any proportion in relation to a whole: fractions can also be expressed as percentages, by multiplying by 100.
- C In accounting, rounding up is more preferred than rounding down.
- D The arithmetic mean is found by adding up all the items in the set, then dividing the total by the number of items in the set.

(2 Marks)

QUESTION 23

Your CFO has requested you to record the minutes of your department's meeting.

Which of the following items should you ensure that they are part of the recorded minutes?

- (i) Date and time of meeting
- (ii) Names of the participants
- (iii) Purpose of the meeting, agenda items and topics to be discussed
- (iv) Record only what the chair of the meeting has requested/concluded
- (v) Resolutions and decisions of the meeting

- A (i), (iii) and (iv)
- B (i), (ii), (iii) and (v)
- C (ii), (iii) and (v)
- D All of the above

(2 Marks)

QUESTION 24

You have learnt that appropriate greetings should be always kept in formal written communication.

Which of the following is not an appropriate greeting in written communication?

- A "Hello dear boss" when writing to your supervisor
- B Dear Dr/Mr/Mrs/Ms Surname: where there is an established relationship
- C Dear Sir/Madam/Sirs: Formal situations and recipients not known
- D Dear Claude: More personal, informal relationships

(2 Marks)

QUESTION 25

Which of the following would you use to present the fluctuations of monthly sales figures across the six months?

- A Bar chart
- B Line graph
- C Pie chart
- D None of the above

(2 Marks)

QUESTION 26

Your director has requested you to prepare a draft letter inviting the media to the launch of a new product.

Which of the following would you ensure that they are part of your draft letter to be shared by the director?

- (i) The name and address of the target recipient
- (ii) Date, greeting, subject heading, content
- (iii) Date and venue of the launch
- (iv) Closing paragraph, sign-off and signature

- A (i) and (iv)
- B (i), (ii) and (iii)
- C (ii) and (iii)
- D All of the above

(2 Marks)

QUESTION 27

A memo or memorandum performs the same function internally as a letter does in external communication by an organisation. It can be used for reports, brief messages or notes and any kind of internal communication that is most easily or clearly conveyed in writing.

Which of the following are true attributes of a memo?

- (i) Brief
- (ii) Concise
- (iii) Easy to navigate
- (iv) Must be sent on email

- A (i), (ii) and (iii)
- B (i), (ii), and (iv)
- C (ii) and (iii)
- D All of the above

(2 Marks)

QUESTION 28

Which three of the following represent barriers to communication?

- (i) The choice of words provokes an emotional response
- (ii) Ensuring all elements of the communication 'fit'
- (iii) The filtering out of elements that he or she does not want to deal with
- (iv) Limiting the encoding/decoding capabilities of the sender/receiver
- (v) Physically nodding confirmation

- A (ii) and (iv)
- B (i), (iii), and (iv)
- C (i), (ii), (iii) and (iv)
- D All of the above

(2 Marks)

QUESTION 29

Which of the following is true about a job description?

- A A job description or role description, sets out what a person in your job should be able to do and it describes the requirements of the job.
- B Job description sets out what sort of personal qualities the organisation is looking for in your role. It describes the requirements of the job-holder.
- C A job description is a contract and it can include working hours.
- D A job description is shared with the successful candidate after the recruitment process.

(2 Marks)

QUESTION 30

As an aspiring professional, you are encouraged to have your development objectives that are SMART to ensure that you can fast-track your progress.

Which of following is not true about SMART objectives?

- A Specific: specificity is necessary in order for a plan of action to be drawn up.
- B Measurable: You need to be able to review how you are progressing towards your goals.
- C Achievable: you should aim to achieve at least 70% of your objectives.
- D Realistic: you need to ensure that your objectives are achievable, taking into account the various constraints and Time-bounded: Include a timescale within which the objective is to be achieved.

(2 Marks)

QUESTION 31

As an aspiring accounting technician, **which of the following should be your strengths in a bid to have a successful professional journey?**

- (i) Efficient workload management, prioritisation and flexibility to help others
- (ii) Effective communication using emails and reports
- (iii) Good ability to work without supervision and under pressure when required
- (iv) Being eager to learn and improve over time

- A (ii), (iii) and (iv)
- B (i), (iii), and (iv)
- C (iii) and (iv)
- D All of the above

(2 Marks)

QUESTION 32

In line with ICPAR's continuing professional development (CPD) policy and IFAC guidelines, **which of the following is true in regard to the CPD compliance expected of ICPAR members on an annual basis?**

- A Declare 40 CPD hours (20 structured and 20 unstructured hours)
- B Declare 40 CPD hours (15 structured and 25 unstructured hours)
- C Declare 40 CPD hours (25 structured and 15 unstructured hours)
- D Declare 40 CPD hours (17 structured and 23 unstructured hours)

(2 Marks)

QUESTION 33

A professional accountant is required to ensure that his knowledge and skills are up to date to ensure that he/she can continue to serve his/her client or employer with the expected quality service.

Which of the following are expected sources of updates in professional standards and other relevant developments in the profession that a professional accountant should use?

- (i) Technical briefings and updates
- (ii) Training courses and seminars
- (iii) Social media and Netflix
- (iv) Publications by IFAC and other professional accountancy organisations

- A (i) and (ii)
- B (i), (ii), and (iv)
- C (ii), (iii) and (iv)
- D All of the above

(2 Marks)

QUESTION 34

Which of the following are potential benefits of learning and development for an individual employee?

- (i) Enables improved job performance
- (ii) It saves time in the short term
- (iii) Potential for increased rewards and recognition
- (iv) Decreased job satisfaction
- (v) Valuable in the external job market

- A. (i) and (ii)
- B. (i), (ii), and (iii)
- C. (i), (ii) and (v)
- D. All of the above

(2 Marks)

QUESTION 35

Which of the following does monitoring your plans helps you to achieve in a work environment?

- (i) Check whether your work is on track with your current schedule
- (ii) Review and keep track of original work requests, plans and priorities, as the situation changes
- (iii) Monitor the need for follow-up action
- (iv) Review your scheduling and workload management, perhaps with your supervisor or learning coach, to see how effectively you have translated work requests into plans and schedules

- A (i) and (ii)
- B (ii), and (iii)
- C (i), (ii) and (iv)
- D All of the above

(2 Marks)

QUESTION 36

Your junior accountant has reported that he/she will not be able to submit a receivables reconciliation report on time as a result of not getting the receivables report from a fellow accountant.

In a bid to help the junior accountant to meet his/her reporting deadline, **which of the following can you do as a supervisor?**

- (i) Assign the task to someone else as the junior accountant is showing incompetence
- (ii) You should put pressure on the accountant in charge of receivables who is holding the junior by not producing the information he/she requires
- (iii) Provide you with additional resources, such as a colleague's time to help the junior accountant
- (iv) Adjust plans, so that the junior accountant will have more time to complete the report

- A (ii), (iii) and (iv)
- B (ii) and (iii)
- C (i), (ii) and (iv)
- D All of the above

(2 Marks)

QUESTION 37

While working on the assigned task, you anticipate a delay in your completion date due to different circumstances.

Which of the following professional steps should you take?

- (i) Address the situation as soon as possible
- (ii) Communicate after the deadline to ensure that your supervisor does not yell at you
- (iii) Provide a brief explanation - apologize for the delay
- (iv) Propose a new timeframe.

- A (iii) and (iv)
- B (i), (iii) and (iv)
- C (i), (ii) and (iv)
- D All of the above

(2 Marks)

QUESTION 38

Which of the following is not an advantage of working as a team?

- A Increased potential for innovation
- B Enhanced personal growth
- C Boosted productivity
- D Consultation between team members may render decision making difficult and more time consuming

(2 Marks)

QUESTION 39

Your organization is preparing to adopt a clean desk policy and your manager has requested you to share knowledge with your colleagues about a clean desk policy.

Which of the following would you expect to be in an effective clean desk policy?

- (i) Employees should ensure that all sensitive/confidential information in hardcopy or electronic form is secure in their work area at the end of the day and when they are expected to be gone for an extended period
- (ii) Requesting a colleague to watch the documents on your desk on your behalf while in absence
- (iii) Any Restricted or Sensitive information should be removed from the desk and locked in a drawer when the desk is unoccupied and at the end of the work day
- (iv) Passwords must not be left on sticky notes posted on or under a computer, nor may they be left written down in an accessible location per the Password Protection Standard

- A (ii) and (iv)
- B (ii) (iii) and (iv)
- C (i), (iii) and (iv)
- D All of the above

(2 Marks)

QUESTION 40

Which of the following tasks are wrongly prioritized?

- A Not urgent but important: preparing a petty cash summary by the end of next week
- B Urgent and not important: preparing a report for a meeting tomorrow
- C Not urgent or important: packing up out of date files to be archived
- D Urgent but not important: replenishing the milk in the kitchen this morning

(2 Marks)

QUESTION 41

Your co-workers have been having a conflict over a period. Their supervisor has referred them to you to ensure that you can settle their differences.

Which of the following would you mostly likely carry out to settle their conflict?

- (i) Talking with both co-workers, focus on behaviour and events, not on personalities
- (ii) Listening carefully, identify points of agreement and disagreement
- (iii) Prioritizing the areas of conflict and develop a plan to work on each conflict
- (iv) Following through on your plan and ensure that whoever was the origin of the conflict is reprimanded.

- A (i) and (iii)
- B (i), (ii) and (iii)
- C (i), (iii) and (iv)
- D All of the above

(2 Marks)

QUESTION 42

While resolving your colleagues' conflict, **which methods of conflicts resolution can you use?**

- (i) Accommodation. This is a lose/win situation. The accommodation approach is generally used when one party is willing to forfeit their position.
- (ii) Avoidance. This is a lose/lose situation. Neither party takes action to address the issues involved in the conflict, meaning that it will remain unresolved until they settle it with use of force/fighting.
- (iii) Compromise. This is a win/lose – win/lose situation, i.e., everyone involved gains and loses through negotiation and flexibility. Each will win some of what they desire while at the same time giving something up.
- (iv) Collaboration. This is a win/win situation. It is the most effective but most difficult way of managing differences. It requires trust and commitment on all sides to reach a resolution by getting to the heart of the problem.

- A (i), (iii) and (iv)
- B (i) and (ii)
- C (i) and (iii)
- D All of the above

(2 Marks)

QUESTION 43

Which of the following are qualities of a good working team that you would aspire to have in your team?

- (i) A mix and balance of people in the team
- (ii) Clear shared objectives and performance feedback
- (iii) Co-ordination;
- (iv) Collaboration and communication and mutual respect

- A (i) and (iii)
- B (ii), (iii) and (iv)
- C (ii) and (iii)
- D All of the above

(2 Marks)

QUESTION 44

Your colleague Anne is dissatisfied with her job. She is not too sure of what to do and she has come to you to advise her on how to address her dissatisfaction at work.

Which of the following steps would you advise Anne to take in a bid to address her job dissatisfaction?

- (i) Leaving the organization as it may not have her future career there
- (ii) Engage the supervisor and talk about the issue professionally
- (iii) Lay out facts about her dissatisfaction and show her aspirations on how it could be resolved
- (iv) Agree with your supervisor on the way forward and ensure that the agreed steps are implemented as agreed

- A (ii) and (iii)
- B (i), (iii) and (iv)
- C (ii), (iii) and (iv)
- D All of the above

(2 Marks)

QUESTION 45

Which of the following would not be good examples of possible grievances in the workplace?

- A An argument with a fellow employee over the tidiness of their work space
- B An employee being given an unfair workload
- C An employee being blocked for promotion
- D Unfair treatment or discrimination due to race, gender or disability

(2 Marks)

QUESTION 46

You are due to complete the weekly supplier payment run, to be given to your manager for review and authorisation by 4 pm on Friday. However, due to an unexpected fire drill, you have been delayed by an hour.

Which of the following would be your best course of action?

- A Carry on with the work, until it is completed at 5h30 pm
- B Report the delay to your manager
- C Go home early without completing the payment run to start the weekend
- D Start on one of tomorrow's tasks, and complete the payment run later

(2 Marks)

QUESTION 47

Your employing organization is in the process of initiating a performance evaluation system. Some of your colleagues are not comfortable with the news and they believe that it will serve to the detriment of their career in the organization.

Which of the following would serve as an advice to your colleagues regarding advantages of having a performance evaluation system in your organization?

- (i) Increases employee morale and employee retention
- (ii) Makes it easier to identify training needs
- (iii) Helps employees define career paths and have clearly defined goals and expectations
- (iv) Increases self-motivation and reduces micro-management

- A Only (ii)
- B (i) and (ii)
- C (ii), (iii) and (iv)
- D All of the above

(2 Marks)

QUESTION 48

A personal development plan serves as a road map to help you achieve your life and professional objectives.

Which of the following are the advantages of having a personal development plan?

- (i) Provides you with clear goals and helps you to identify your strengths and weaknesses
- (ii) Improves your employability; and improves your performance
- (iii) Once your peers have a higher goal, you can change your goals to ensure that you also become a higher achiever
- (iv) It increases your motivation

- A (i), (ii) and (iv)
- B (i) and (iv)
- C (ii), (iii) and (iv)
- D All of the above

(2 Marks)

QUESTION 49

Which of the following would you expect an effective performance appraisal system to have as key attributes?

- (i) Performance appraisal system must be computerized
- (ii) Fairness, transparency, and accuracy
- (iii) Goal alignment and tracking; and developmental coaching
- (iv) Feedback followed by accountability and recognition

- A (ii), (iii) and (iv)
- B (i) and (iii)
- C (iii) and (iv)
- D All of the above

(2 Marks)

QUESTION 50

You have been asked to comment on the most effective approach for training accounts staff in the use of a new payroll system.

Which of the following arguments would you put forward for choosing an on-the job approach?

- A Ability of learners to concentrate on the learning process
- B Risk of errors
- C Relevance to the informal customs and practices of the department
- D Application of learned skills to the job

(2 Marks)

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