
CERTIFIED ACCOUNTING TECHNICIAN

STAGE 1 EXAMINATION

**S1.3 EFFECTIVE WORKING IN
ACCOUNTING AND FINANCE**

WEDNESDAY: 03 DECEMBER 2020

Instructions

- 1 Time allowed: **2 hours**
- 2 This examination has **one** section only: **Section A**
- 3 Section A has **50 compulsory** multiple choice questions equal to 2 marks each.

Section A

1. Immaculee is a popular member of staff, as she is polite, works well with colleagues, is full of ideas and is great at helping to overcome unexpected difficulties. At her latest appraisal, however, Immaculee was set a target to improve the frequency with which she submits her reports on time.

Which of the following personal qualities does Immaculee need to improve?

- A Initiative
- B Creativity
- C Respect
- D Co-operation
- E None of the above

(2 marks)

2. Which of the following statements is/are correct?

- (i) Employees are internal stakeholders of the organisations that employ them
- (ii) External stakeholders are not employed by the organisation
- (iii) Stakeholders have a primary duty to provide information to organisations
- (iv) The finance function must focus on providing data, not building stakeholder relationships

- A (i) only
- B (iii) and (iv) only
- C (i) and (ii) only
- D (i), (ii), (iii) and (iv)
- E None of the above

(2 marks)

3. Business communication can be used to:

- (i) Inform
- (ii) Persuade
- (iii) Build effective relationships
- (iv) To request

- A (i) only
- B (iii) and (iv) only
- C (i) and (ii) only
- D (i), (ii), (iii) and (iv)
- E None of the above

(2 marks)

4. Effective communication is?

- A Verbal
- B Horizontal
- C Two-way
- D Informal
- E None of the above

(2 marks)

5. The price paid per kilogram for material P over the last five months was RWF22,455, RWF22,840, RWF22,735, RWF23,445 and RWF22,455.

What is the mean price paid per kilogram for material P over the five month period?

- A RWF22,455
- B RWF22,735
- C RWF22,786
- D RWF23,445
- E None of the above

(2 marks)

6. The key principles of time management according to Adair (2009) include?

- (i) Using Gantt charts
- (ii) Set priorities
- (iii) Using project management software
- (iv) Urgency

- A (i) only
- B (ii) and (iv)
- C (i) and (iii)
- D (ii) only
- E None of the above

(2 marks)

7. Alice works as an accounts assistant for a manufacturing company. Alice was asked by Charles to provide information about payroll costs so that pension deductions could be double checked. Amza works with Alice and asked her to check some calculations he had performed before they were passed onto Fike for review. Alice wants to go on holiday, and will need to check with Fike that this is OK. Didier has received an enquiry from a potential customer and has asked Alice to check whether the potential customer would be a good credit risk.

From the scenario above, who is Alice's line manager?

- A Charles
- B Amza
- C Fike
- D Didier
- E None of the above

(2 marks)

8. Making sure that every member of a team understands how their contribution fits within the overall framework is an example of?

- A Co-ordination
- B Communication
- C Feedback
- D Negotiation
- E None of the above

(2 marks)

9. Ruth has just joined the finance function of a mining company, but is unsure of her responsibilities. Which of the following pieces of information could Ruth be asked to provide?

- A The cost of paying the company's employees
- B Whether additional staff are needed
- C How efficient the company's staff are
- D The amount of an employee's pension contributions
- E None of the above

(2 marks)

10. Objectives are usually required to be 'SMART'.

What does the 'S' in SMART stand for?

- A Strategic
- B Significant
- C Stretching
- D Suitable
- E None of the above

(2 marks)

11. Technical accuracy in communication is important because:

- A Appropriate detail and factual correctness in communication is important
- B It projects the corporate image, which is important
- C It ensures that the communication achieves its purpose, which is important
- D It ensures communication is professionally presented, which is important
- E None of the above

(2 marks)

12. Gladys has recently left her job as the sales director of a company. A few weeks after leaving, Gladys discovered some paperwork at home which includes contact details for her former employer's main customers.

Who can Gladys share this information with?

- A Her family
- B Future employers
- C Recruitment agencies
- D Market research companies
- E None of the above

(2 marks)

13. Phillipe has been asked to provide a quote to a customer for 120 kilograms of material X. Last month the VAT exclusive price was RWF14,500 per kilogram. Phillipe has checked with a colleague and this month the sales price of X has increased by 5%.

What is the VAT-inclusive price for this order? VAT is charged at 18%.

- A RWF1,740,000
- B RWF1,827,000
- C RWF2,053,200
- D RWF2,155,860
- E None of the above

(2 marks)

14. Which of the following statements, about the benefits of training from the perspective of the employee, are correct?

- (i) Greater efficiency
- (ii) Greater job security
- (iii) Greater compliance levels
- (iv) Greater satisfaction

- A (i) only
- B (ii) and (iv)
- C (i) and (iii)
- D (ii) only

E None of the above

(2 marks)

15. Shyaka has a query at work, which was directed towards the 'personnel department'. Shyaka was not familiar with this term.

What is the personnel department also known as?

- A Finance function
- B Procurement function
- C Logistics function
- D Administrative function
- E None of the above

(2 marks)

16. Paul works in the purchasing department, and over the last five weeks he has placed regular orders for material Y at the following prices per kilogram, RWF16,500, RWF15,850, RWF15,850, RWF16,200 and RWF15,950.

What is the median price paid per kilogram of material Y over this period?

- A RWF16,070
- B RWF15,950
- C RWF15,850
- D RWF15,950
- E None of the above

(2 marks)

17. Sonia is a sales manager, with responsibility for the sales of Product C in West Africa. Last month 185,000 units were sold, compared to 193,720 the month before.

What is the percentage decrease in sales over the last month?

- A 4.4%
- B 4.5%
- C 4.6%
- D 4.7%
- E None of the above

(2 marks)

18. Jean Paul, a finance manager, is keen to introduce team working in the finance department. Jean Paul is planning to present a business case to his line manager emphasising the benefits of team working.

Which of the following describes the benefit of 'synergy'?

- A Working in teams improves individuals' morale
- B Working in teams can lead to better decision making
- C Working in teams can enhance the depth of skills available
- D Working in teams can increase the overall outputs of the individuals involved
- E None of the above

(2 marks)

19. Charity is preparing the monthly supplier reconciliations, and is aware that if she delivers these late this will cause delays in her manager finalising the management accounting reports.

Which of the following describes the nature of the links between Charity and her line manager's work?

- A Their tasks are interdependent
- B Their tasks are urgent
- C Their tasks are project based
- D Their tasks are unexpected
- E None of the above

(2 marks)

20. Jargon refers to:

- A Diagrams
- B Formatting
- C Buzz words
- D Explanatory notes
- E None of the above

(2 marks)

21. Business communications should always be:

- (i) Informal
 - (ii) Courteous
 - (iii) Abbreviated
 - (iv) Verbal
- A (i) only
 - B (ii) and (iv)
 - C (i) and (iii)
 - D (ii) only
 - E None of the above

(2 marks)

22. The responsibility for a professional person, such as an accountant, adhering to Continuing Professional Development requires lies with?

- A iCPAR
- B The employing company
- C The employee
- D The finance function
- E None of the above

(2 marks)

23. Jado has only been working as an accounts assistant for six months, and is finding it difficult to say no to more experienced staff members. In his appraisal, Jado was told that he needed to learn to be more assertive.

Which of the following approaches should Jado try to adopt?

- A Just say no until people stop asking him to do things
- B Work on weekends to keep up with his main job
- C Propose alternatives when turning down additional tasks
- D Make a grievance complaint to show that he won't be pushed around
- E None of the above

(2 marks)

24. Which of the following sets out what an employee should be able to do, and ought to know?

- A Competency framework
- B Job description
- C Personal development plan

- D Person specification
E None of the above (2 marks)
-

25. Confidentiality policies exist within organisations:

- (i) To protect employees
- (ii) To ensure legal compliance
- (iii) To protect organisational secrets
- (iv) To ensure safe storage of customer details

- A (i) only
B (iii) and (iv) only
C (i) and (ii) only
D (i), (ii), (iii) and (iv)
E None of the above (2 marks)
-

26. Which of the following would be found in a person specification?

- A Reporting structure
B Periodic objectives
C Hours
D Location
E None of the above (2 marks)
-

27. Which of the following are examples of line functions?

- (i) Production
 - (ii) Marketing
 - (iii) Sales
 - (iv) Distribution
- A (i) only
B (iii) and (iv) only
C (i) and (ii) only
D (i), (ii), (iii) and (iv)
E None of the above (2 marks)
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28. Which of the following statements about conflict is correct?

- A Conflict can have positive outcomes
B Horizontal conflict occurs between subordinates and their line managers
C Conflicts will usually resolve themselves if ignored for long enough
D It is important to win in conflict situations to avoid future disagreements
E None of the above (2 marks)
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29. Gael has been asked to help prepare a sales performance presentation. Gael's manager has asked him to include some visual aids to show total sales for each month over the last year.

Which of the following would be most appropriate for Gael to use?

- A Bar chart
B Pie chart
C Table
D Spreadsheet extracts

E None of the above (2 marks)

30. Mutuzo has been reviewing the purchases of material Z over the last few months. Looking at the last five invoices the prices paid per kilogram were: RWF22,100, RWF22,100, RWF19,700, RWF20,200 and RWF20,700.

What is the mode value for these invoices?

- A RWF22,100
- B RWF20,700
- C RWF19,700
- D RWF20,960
- E None of the above

(2 marks)

31. Mireille is struggling to meet a number of deadlines. To help plan her work, Mireille's line manager suggested prioritising her tasks using the criteria of urgency and importance.

Based upon this criteria, which of the following tasks should Mireille complete first?

- A A task that is urgent, but not important
- B A task that is urgent and important
- C A task that is not urgent, but is important
- D A task that is not urgent and not important
- E None of the above

(2 marks)

32. An objective to minimise waste refers to what?

- A Working capital
- B Efficiency
- C Quality control
- D Legal compliance
- E None of the above

(2 marks)

33. Shamarima has been given a pile of papers, which were used for recording the performance of each of the company's sales persons. The data includes the names of each sales person, their sales volumes, sales totals and commissions earned over the last three months.

Which of the following would be most appropriate for Shamarima to use to organise this data?

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

(2 marks)

34. Which of the following statements about Continuing Professional Development (CPD) are true?

- (i) CPD is a one-off annual event
- (ii) CPD is optional once you have passed all of your exams
- (iii) CPD needs to be recorded
- (iv) CPD can be completed online

- A (i) only

- B (iii) and (iv) only
- C (i) and (ii) only
- D (i), (ii), (iii) and (iv)
- E None of the above

(2 marks)

35. Which of the following is true of statutory financial accounts?

- A They may require external verification
- B They are not regulated by law
- C They are kept strictly confidential
- D They largely contain cost and budgetary information
- E None of the above

(2 marks)

36. Pierre is concerned that the supplier of material Q is charging too much for this product. Over the last three months, the prices charged have risen from RWF22,500 to RWF23,000 to RWF23,600.

How much have prices risen by in the last three months?

- A 4.7%
- B 4.8%
- C 4.9%
- D 5.0%
- E None of the above

(2 marks)

37. Words or names formed as an abbreviation from the initial components in a phrase or a word are known as?

- A Colloquialisms
- B Acronyms
- C Double meanings
- D Jargon
- E None of the above

(2 marks)

38. A standard sequence of steps or operations necessary to perform an activity is known as:

- A A policy
- B A procedure
- C A regulation
- D A law
- E None of the above

(2 marks)

39. Which of the following is true about the use of emails?

- A Emails are secure
- B Emails should feature emoticons
- C Emails do not need to be checked before sending
- D Emails are expensive
- E None of the above

(2 marks)

40. Emery has asked the human resources department if he can spend two weeks shadowing some of the directors of the company so that he better understands the demands of the job

of a manager ahead of his promotion next month. His next role requires him to report directly to some of the board members.

This is an example of?

- A Continuing professional development
- B On-the-job training
- C Action learning
- D Seminars
- E None of the above

(2 marks)

41. Grievance procedures should be:

- (i) In writing
- (ii) Communicated to all staff
- (iii) Heard in public
- (iv) Weighted in favour of junior staff

- A (i) only
- B (iii) and (iv) only
- C (i) and (ii) only
- D (i), (ii), (iii) and (iv)
- E None of the above

(2 marks)

42. In a business letter, which of the following comes after the closing paragraph?

- A Signature
- B Executive summary
- C Enclosure reference
- D Copy reference
- E None of the above

(2 marks)

43. Bonaventure is working with a cross-functional team to upgrade his company's online selling platform. This requires him to lead a team representing many functions, including sales, accounting, purchasing and marketing to ensure that the new system is ready on time and on budget.

What type of manager is Bonaventure?

- A Staff manager
- B Line manager
- C Senior manager
- D IT manager
- E None of the above

(2 marks)

44. Phionah has just joined a new company, and one of the reasons for switching was their flexible attitude to working hours. In her last job Phionah worked from 9—5, but her new employer allows her to work any hours she likes as long as she clocks 37.5 hours per week.

Working hours are an example of?

- A Organisational policy
- B Organisational procedures
- C Organisational authorisation
- D Organisational security

E None of the above

(2 marks)

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45. Callixte is an accounts assistant, and he has been asked to provide a forecast of next month's cash profit from sales of product J. Product J was bought-in last month at a VAT exclusive price of RWF65,000. The VAT exclusive sales price last month was RWF95,000. Callixte has spoken to the purchasing and sales teams and has been told that the purchase price will rise by 4%, and the sales price will be increased by 2%. VAT will remain static at 18%, payable on both purchases and sales.

What is the cash profit that will be made on each unit of product J in Callixte's forecast?

- A RWF29,300
B RWF37,642
C RWF32,332
D RWF34,574
E None of the above

(2 marks)

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46. Carine has been tasked with improving the efficiency of a mining operation of her employer. Carine has signed-off on her appraisal a target 'To increase the productivity of Alpha mine this year, compared to last year'.

Which of the following are aspects of Carine's objective?

- (i) Specific
(ii) Measurable
(iii) Agreed
(iv) Time bounded
- A (i) only
B (iii) and (iv) only
C (i) and (ii) only
D (i), (ii), (iii) and (iv)
E None of the above

(2 marks)

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47. A well organised work station should:

- A Be free from wires and cables
B Be free from sunlight
C Be free from hot drinks
D Be free from flammable items such as paper
E None of the above

(2 marks)

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48. Which of the following graphical presentation tool would be most appropriate to demonstrate the relationship between two variables, such as time and employment costs?

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

(2 marks)

49. Which of the following is a task undertaken by the finance function?

- A Ordering new accounting software
- B Calculating deductions from employee's salaries
- C Authorising the recruitment of new employees
- D Completing tax forms
- E None of the above

(2 marks)

50. Which of the following are subject to legal regulations?

- (i) Health and safety
 - (ii) Intellectual property
 - (iii) Keeping accounting records
 - (iv) Data confidentiality
- A (i) only
 - B (iii) and (iv) only
 - C (i) and (ii) only
 - D (i), (ii), (iii) and (iv)
 - E None of the above

(2 marks)

Total (100 marks)

End of question paper