

**NCC EDUCATION**

**INTERNATIONAL DIPLOMA  
IN  
BUSINESS**

**BUSINESS COMMUNICATION**

**SAMPLE 2006**

**CANDIDATES MUST ATTEMPT QUESTION 1  
AND CHOOSE ANY FOUR FROM QUESTIONS 2 - 6**

**Time: 2.5 hours**

**Clearly cross out surplus answers.**

**Failure to do this will result in only the first five answers being marked.**

**Any reference material brought into the examination room must be handed  
to the invigilator before the start of the examination.**

<b>CANDIDATES MUST ATTEMPT THIS QUESTION</b>
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**QUESTION 1****Marks**

- a) Briefly describe a **commissioned report** and give TWO examples of situations where a commissioned report might be asked for. **5**
- b) Reports need some kind of numbering system. Describe how the **decimal point referencing system** works. **5**
- c) If a job advertisement asks applicants to contact the company for an 'information pack' what would you expect to find in the pack? **5**
- d) The way you behave at a job interview will influence your prospective employer. Describe how you should behave in order to impress the interviewer. **5**

**Total 20 Marks**

<b>CANDIDATES MUST ATTEMPT FOUR FURTHER QUESTIONS</b>
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**QUESTION 2**

- a) You have to gather information for a course assignment. Describe in detail how you would approach the task and what information sources you could use. **10**
- b) You have collected lots of information for the assignment, much more than you need. Explain how you will decide what material to include and what to reject. **10**

**Total 20 Marks****QUESTION 3**

- a) When you are planning a presentation it can be helpful to know some things about the people who are going to be in the audience. Briefly describe FIVE things that you might want to know about the people coming to see your presentation. **10**
- b) Explain how this type of information about the audience could affect your presentation and its content. **10**

**Total 20 Marks****QUESTION 4**

- a) In any working group, there is always the possibility of conflict.
  - i) Describe what might **cause conflict** within a group. **5**
  - ii) Explain how these types of conflict can be dealt with by the group's members and its leader. **5**
- b) In your working life you will find it very useful to understand the ways in which groups, teams and individuals behave in the workplace. Discuss how these skills might help you in your future career. **10**

**Total 20 Marks****QUESTIONS CONTINUE ON NEXT PAGE**

## QUESTION 5

Marks

- a) Within any organisation every employee will become involved with two different types of communication: formal and informal.
- i) Describe the characteristics of **formal** methods of communication and give THREE examples of situations in an organisation where formal communication would be the norm. **5**
  - ii) Describe the characteristics of **informal** methods of communication and give THREE examples of situations in an organisation where informal communication would be the norm. **5**
- b) Advances in the use of computer and telecommunications technology have had a huge impact on the way in which information is collected and presented. **10**

Discuss the advantages and disadvantages that these advances have brought to business organisations.

**Total 20 Marks**

## QUESTION 6

- a) Name and describe in detail FIVE items that appear on a typical meeting agenda. **10**
- b) Explain why a meeting is more likely to succeed if it is run according to agreed **ground rules** and give **examples** of the sort of matters that ground rules might deal with. **10**

**Total 20 Marks**

END OF PAPER