



Human Resources - Past Exam Questions


2. Which **two** of the following are functions of trade unions? [2]

Tick two boxes only.

	Give redundancy pay to members	1
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	Organise strikes for their members, if necessary	2
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	Inform members of their employment rights	3
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	Set up co-operatives owned by the members	4
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10. Judith Moore has a medium sized business cleaning ovens, called CookerClean. She runs her business from a small office located on an industrial estate where she employs three workers.

A pay slip for one of her workers, Walter Rose, is shown below.

CookerClean					
PAY SLIP					
RATE	DATE	TAX WEEK	NAME		
£10 per Hour	13/06/14	10	Walter Rose		
		DEDUCTIONS		TOTALS	
BASIC PAY	£440.00	PAYE N.I.	£60.00 £44.00	GROSS PAY	£?
OVERTIME	£40.00			LESS	£104.00
TOTAL	£?	TOTAL	£104.00	NET PAY	£?

- (a) How much did Walter Rose earn as (i) Gross Pay and (ii) Net Pay? [2]

(i) Gross Pay

(ii) Net Pay

- (b) Income tax is collected using a system called PAYE. What do these initials stand for? [1]

Judith Moore has found that the demand for her service has greatly increased. She has decided to employ three additional workers. She has asked applicants for references.

(c) What are references and why are they important in the recruitment process? [4]

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(d) Having decided which people to appoint, Judith needs to communicate with the successful candidates. Recommend **one** suitable form of communication Judith could use and explain the reason for your choice. [3]

Recommendation

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1. Which two of the following are non-monetary rewards received by workers? [2]

Tick two boxes only.

	Bonuses	1
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	Medical Insurance	2
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	Company Car	3
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	Salaries	4
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The expansion of the business and the introduction of CAM may mean that more workers will need to be recruited. As part of the process Radsonic plc will need to write a person specification.

(d) (i) What is a person specification? [1]

(ii) Suggest **two** items which might appear on a person specification. [2]

Item 1

Item 2

3. Byron Edwards is paid £12 per hour for a 40 hour week. He pays £44 in income tax and £36 National Insurance contributions as well as £10 to his favourite charity.


(a) Which of the following is a **voluntary** deduction: income tax, National Insurance or charity donation? [1]

Below is part of Byron's weekly pay slip.

(b) Using the information above, complete this pay slip. [3]

GROSS PAY	1
TOTAL DEDUCTIONS	2
NET PAY	3

6. Below is a draft advertisement drawn up by the Human Resources Department of Anvil Engineering plc. Some changes are being considered before the advertisement is published. Read the advertisement and answer the questions below.



**PRODUCTION WORKERS
REQUIRED BY
ANVIL ENGINEERING PLC**

Anvil Engineering plc is a large multinational company producing engineered products for a variety of markets. Expansion of our wind turbine division means that additional workers are required.

No formal qualifications are needed, but experience in similar work is desirable.

Applicants must be between 25 and 40 years of age.

Write or telephone for an application form and for a job description to:

Mr Jones
Human Resources Manager
Anvil Engineering plc
Wrexham

- (c) Explain **one** way in which the advertisement can be improved (i) to make it legal and (ii) **one** way to make it easier for applicants to apply. [4]

(i) To make it legal.

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(ii) To make it easier for applicants to apply.

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2. Fred is paid £8 per hour and works a 40 hour week. His deductions are income tax and National Insurance Contributions which amount to £60 per week.

(a) What is Fred's net pay per week?

[1]


Tick one box only.

	£380	
	£320	
	£260	

(b) National Insurance is an example of which type of deduction from pay?

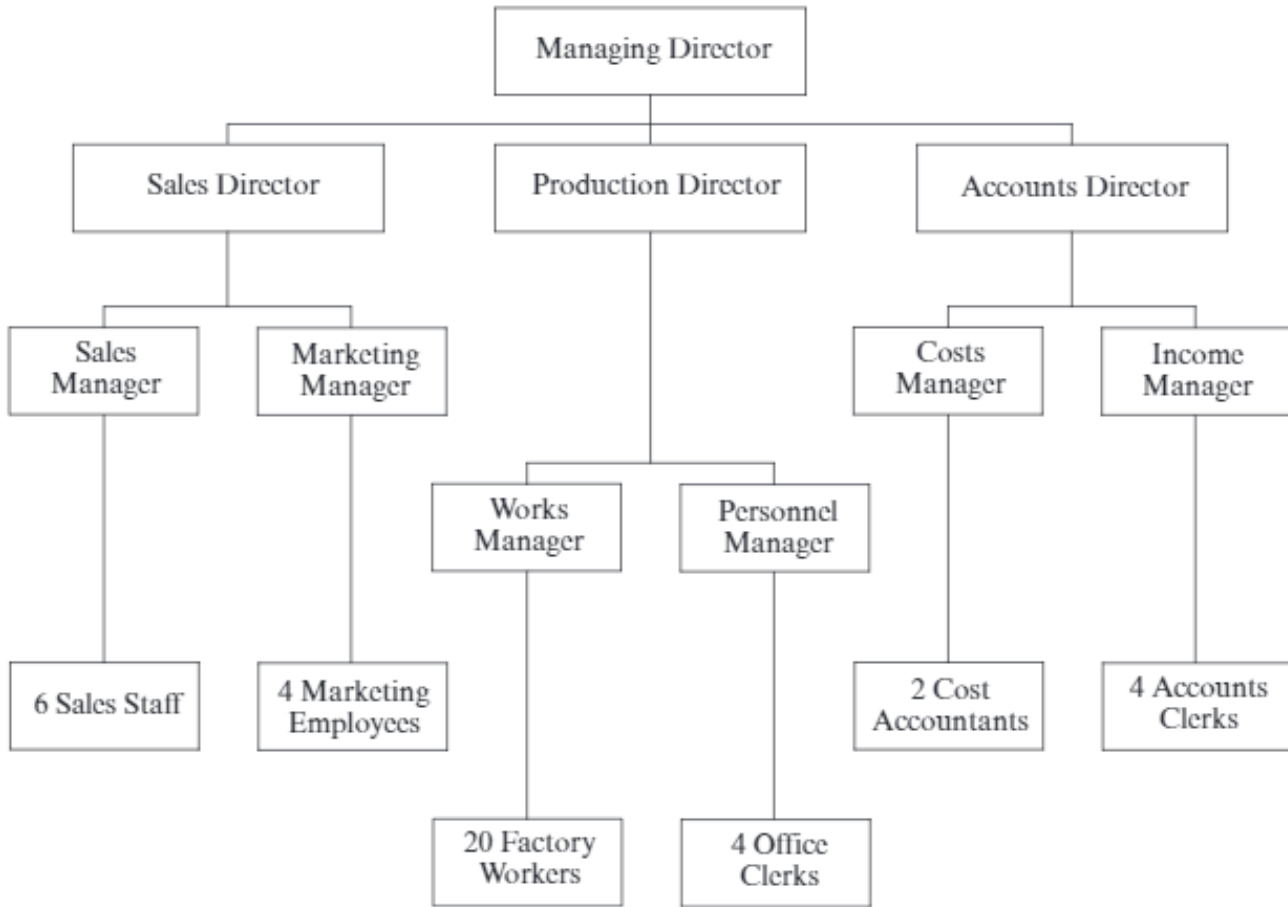
[1]

Tick one box only.

	Statutory deduction	
	Voluntary deduction	
	Charitable donation	

5. Below is an organisation chart for Autotronics Ltd. This is a company which produces parts for cars in its factory in south west Wales.

ORGANISATION CHART FOR AUTOTRONICS LTD



Use the chart to answer the following questions.

- (a) Which person on this chart is responsible for the whole business? [1]

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- (b) Who do the Sales Staff first report to when there is a problem? [1]

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- (c) Which director is responsible for marketing the products? [1]

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- (d) What is the span of control of the Production Director of Autotronics Ltd? [1]

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10. In October 2009, 12 000 postal workers employed by the Royal Mail went on strike in protest against the increased use of technology and because of new working practices e.g. reducing the number of rounds covered by postmen and making the remaining rounds longer. Many postmen found that they could not finish their rounds in time.

(b) Describe how the strike might have damaged the Royal Mail's business. [4]

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During the dispute, postmen were represented by the Communication Workers Union.

(c) Apart from going on strike, outline **one** other form of industrial action trade unions can take. [2]

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4. Jill Jones works for £7 per hour. In a particular week she has worked for 40 hours. She has had to pay £38 in income tax and £32 in National Insurance.

Below is part of her pay slip.

Complete the shaded areas for this pay slip.

[3]

GROSS PAY	TOTAL DEDUCTIONS	NET PAY
(i)	(ii)	(iii)

8. Read the newspaper cutting below and answer the questions which follow.

Fine Dine plans new restaurant

Fine Dine plc, the well-known chain of restaurants, is about to open a new restaurant in the area. This will be the twentieth restaurant owned by the company providing reasonably priced dine-in and takeaway food. The restaurant will create employment for skilled and unskilled workers.

Once the restaurant is open, Fine Dine plc will have recruited and selected its workers. The business will have legal responsibilities to its workers.

- (b) State and explain **one** legal responsibility Fine Dine plc will have to its workers.

[3]

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The directors and managers are keen to keep their employees informed about developments in the business.

(c) Outline **two** types of **internal** communication that will be suitable for Fine Dine plc. [4]

(i)

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(ii)

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A successful business such as Fine Dine plc needs to keep its workers well motivated.

(d) Suggest and explain **two** ways in which Fine Dine plc can motivate its workers. [6]

(i)

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(ii)

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ABF employs workers worldwide. It needs to have set procedures when recruiting employees.

(d) Outline the importance of **each** of the following in the recruitment process: [6]

(i) job description;

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(ii) references;

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(iii) short listing.

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Problems in the UK economy have meant that sales have fallen and that Great Gates and Co Ltd need to make some workers redundant. They need to discuss the issue with the trade unions who represent the workers at the factory.

(b) Apart from helping to protect jobs, outline **two** ways in which trade unions can help their members. [4]

(i)

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(ii)

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