

A photograph of three business professionals in an office setting. In the foreground, a woman with long blonde hair, wearing a white blazer and a colorful striped scarf, is smiling and looking towards a man on her right. The man is wearing a light blue button-down shirt. In the background, another man in a brown suit and dark tie is looking down at a tablet device.

Business Management
(AOM)

Sample Questions

propertymark
QUALIFICATIONS

BUSINESS MANAGEMENT (AOM) SAMPLE QUESTIONS

This unit introduces the concepts of business management. Including the policies and practices associated with the organisation and co-ordination of activities within a business.

Questions, and answers where provided, are correct as at time of publishing.

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CONTENTS

Assessment information.	3	SCENARIO 4	10
SCENARIO 1.	4	Question 1	10
Question 1	4	Question 2	11
Question 2	5	SCENARIO 5	12
SCENARIO 2.	6	Question 1	12
Question 1	6	Question 2	13
Question 2	7		
SCENARIO 3.	8		
Question 1	8		
Question 2	9		



ASSESSMENT INFORMATION

Assessment Method	Short essay style exams 2 hours
Availability of assessment	Set times of the year as identified within the qualification page on the Propertymark Qualifications website

Examinations are manually marked by an examiner and moderated by an experienced and qualified moderator.

The pass mark for each unit is **45%**.

The successful achievement of all units will result in either a final certificate showing a Pass or Distinction Grade.

In order to obtain an overall grade of Distinction, you need to achieve an **overall average mark of 70% across all examinations**.

SCENARIO 1

You manage a large estate agency branch team of 12 who differ widely in terms of age, experience, and background.

Question 1

In view of market conditions, you decide that redundancies will have to be made. Explain the key factors of a fair and reasonable redundancy policy and procedure.

SCENARIO 1 (CONTD.)

Question 2

Give examples, with explanations, of issues which could arise in the course of running the business, which may constitute discrimination in employment under the Equality Act 2010.

SCENARIO 2

A serious breach of the IT policy by a member of staff has resulted in a virus being imported and important customer data being irretrievably lost.

Question 1

On discovering that there is not a social media policy in place, explain what issues should be included when developing one.

SCENARIO 2 (CONTD.)

Question 2

Briefly explain the various methods available to a property agency to securely back up its commercial data.

SCENARIO 3

You have been appointed as the new area manager with responsibility for health, safety, and security of staff. You will be visiting a number of large inner city agencies over the next few weeks to review their policies for security of premises, and safety and security of staff.

Question 1

To prepare for your visits, you need to review the methods of security these inner city agencies should be using to keep their premises safe. Draw up an analysis of the effectiveness of a range of methods used for premises security.

SCENARIO 3 (CONTD.)

Question 2

You want to ensure that all the agencies are working to similar standards for employee safety and security. Explain the key principles of the sample policy you will prepare to maintain employee safety and security within the agency, including examples of how to deal with harmful situations.

SCENARIO 4

As an agency manager one of your objectives is to analyse the financial performance of your branch.

Question 1

Identify and briefly describe the key elements of a profit and loss account and give examples of the highest cost items.

SCENARIO 4 (CONTD.)

Question 2

Explain how financial ratios can be used as a measure of financial strength or weakness.

SCENARIO 5

It is your first day as relief manager of an established office. Your director has hinted that the team lack motivation, and this may be the reason for recent low performance figures.

Question 1

Your team is showing signs of demotivation. Identify aspects of team performance which would indicate demotivation and explain the actions a manager could take to motivate the team.

SCENARIO 5 (CONTD.)

Question 2

Explain how poor communication might have affected team effectiveness and give examples of good communication practices from agency working.