



ICM

MARCH 2017

PEOPLE IN BUSINESS

Instructions to candidates:

- a) Time allowed: Three hours (plus an extra ten minutes' reading time at the start – do not write anything during this time)
 - b) Answer any FOUR questions
 - c) All questions carry equal marks. Marks for each question are shown in []
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- 1.
 - a) What should be included in a contract of employment? [8]
 - b) Discuss the role of a modern trade union. [8]
 - c) Outline the contents of a CV. [9]
 - 2.
 - a) Explain why companies should pay attention to induction. [10]
 - b) Discuss the importance for an organisation to ensure that it continually monitors the training of employees. [10]
 - c) List FIVE mass media **spoken forms of communication**. [5]
 - 3. Explain what the personal rights of employees are. [25]
 - 4.
 - a) Discuss how ACAS can help in the case of a dispute between an employer and trade union. [8]
 - b) Explain the principal benefits of a statutory minimum wage. [6]
 - c) What is a time sheet (or clock card) used for. [5]
 - d) Explain the purposes of an agenda. [6]
 - 5. Write short notes on FIVE of the following:
 - a) Video conferencing
 - b) Advancement
 - c) An AGM
 - d) On-the-job training
 - e) LAN
 - f) An expert system
 - g) The role of an interview [5 each]