



NZQA accredited and registered provider

Time Management

PRACTICE PAPER ONLY

Test Paper One / Time allowed 90 mins

To be completed by the student

Student Name _____ **Date** __ / __ /2021

School/Provider _____

To be completed by the School Invigilator/Coordinator/Tutor

I confirm that this assessment was completed by the student named above as a closed book exercise under exam conditions

Invigilator Name _____

Invigilator Sign _____

Assessed By _____

Date __ / __ / 2021

**Assessor's
Stamp**

Assessors Note: Materials relate to unit standard 12349

SAMPLE ASSESSMENT INSTRUCTIONS

PLEASE MAKE SURE TO READ AND SIGN THIS SECTION

ASSESSMENT INSTRUCTIONS

- Before starting this assessment you should have achieved a mark of at least 80% for your workbook.
- Use a black or blue ball point pen. (do not use pencil)
- Write your full name on the cover page.
- This is a closed book assessment, so you cannot bring any reference material in, or seek help from anyone else.
- You need to answer all the questions.
- Read the questions carefully, and give detailed answers when asked to.
- You must complete the assessment under exam conditions.
- To achieve the unit standard you must show competency for each outcome.

Complete the following by circling Yes or No as appropriate:

Are you ready to be assessed? **Yes** **No**

Have the assessment instructions these been explained to you? **Yes** **No**

Do you understand the assessment instructions? **Yes** **No**

Have you all the materials/resources that you need for this assessment? **Yes** **No**

Please sign to acknowledge that you have read these instructions and are ready to be assessed.

Student Signature: _____ Date: _____

You must complete the assessment instructions on Page 2 before starting this assessment!

OUTCOME ONE

Describe effective use of time in relation to priorities.

1. Read the following scenarios and answer the questions that follow.

When Susan arrives at work at 8am her boss tells her that she needs her to look after the workshop for the day. He gives Susan a job sheet that lists the tasks that he wants Susan to carry out. Susan sits down to plan her day.

To help Susan organise her day please indicate for each task its importance and urgency (please circle as appropriate) and explain your answer.

Jobs to be completed	Urgency	Importance
Model: Festiva Replace broken windscreen Customer to pick up at 1.30pm Time allowed: 60mins allow (60 minutes for glue to set)	Urgent <input type="checkbox"/> Non Urgent <input type="checkbox"/>	Important <input type="checkbox"/> Non important <input type="checkbox"/>
Explain your answer:		
Clean the workshop UTE if there is time	Urgent <input type="checkbox"/> Non Urgent <input type="checkbox"/>	Important <input type="checkbox"/> Non important <input type="checkbox"/>
Explain your answer:		
Order new windscreen for the Festiva. Allow 3 hours for the supplier to drop off.	Urgent <input type="checkbox"/> Non Urgent <input type="checkbox"/>	Important <input type="checkbox"/> Non important <input type="checkbox"/>
Explain your answer:		

Jobs to be completed	Urgency	Importance
Set the alarm before closing the workshop at 5pm	Urgent <input type="checkbox"/> Non Urgent <input type="checkbox"/>	Important <input type="checkbox"/> Non important <input type="checkbox"/>
Explain your answer:		
Ring the 10 customers from the work plan to confirm bookings for tomorrow	Urgent <input type="checkbox"/> Non Urgent <input type="checkbox"/>	Important <input type="checkbox"/> Non important <input type="checkbox"/>
Explain your answer:		
If you have time, count the nuts and bolts in the trays for next week's stock take	Urgent <input type="checkbox"/> Non Urgent <input type="checkbox"/>	Important <input type="checkbox"/> Non important <input type="checkbox"/>
Explain your answer:		

2. Read the following scenario and answer the question that follows.

While rushing to complete a service on a car for a customer Susan has bumped the oil collection tray and oil is now spilling onto the workshop floor. What action should Susan take?

3. Read the following scenario and answer the question that follows.

Susan's boss has asked her to check and tag all the electrical tools and equipment in the workshop to ensure that they are working safely. Describe a system that Susan could use to complete this task by the end of the week.

OUTCOME TWO

Describe methods to facilitate efficient use of time in dealing with priorities.

1. **When designing an automotive workshop it's important that the layout ensures that technicians are not wasting time. Complete the table by describing how time management is considered when locating each of the following:**

Tool shadow boards	
Writing desk	
Layout of Hoists	
Water cooler	
Clock	
Toilets	
Waste oil drums	
Daily wall planner	

- 2. Describe the tools and systems that service advisors commonly use to ensure that they can meet their priorities (that is cars getting repaired on time).**

- 3. In a busy workshop technicians can often be given up to 10 vehicle servicing tasks in a day. Describe a good method that technicians could follow to ensure that they do not forget to complete all these tasks by the end of the day.**

4. Read the following scenarios and answer the questions that follow.

While on her lunch break Susan's friend calls in and asks her to drop her into town to go shopping as her car is out of petrol. If Susan agrees she will be 10 minutes late back for work.

In this situation what should Susan do to make sure that she does not waste too much time on this non urgent matter?

What should Susan do to ensure that visitors do not distract her from her work again?

While talking to a customer Susan's mobile phone rings. She can see that it is one of her friends calling.

In this situation what should Susan do to make sure that she does not waste too much time on this non urgent matter?

What should Susan do to ensure that telephone calls do not distract her from her work again?

While talking to her supervisor Susan's receives a text message on her mobile phone.

In this situation what should Susan do to make sure that she does not waste too much time on this non urgent matter?

What should Susan do to ensure that written communications do not distract her from her work again?

While in charge of the office Susan has her headphones on and is listening to music on her iphone. The telephone is ringing but Susan can't hear it.

In this situation what should Susan do to make sure that she does not waste too much time on this non urgent matter?

What should Susan do to ensure that her work environment does not distract him from her work again?

Susan has volunteered to organise the workshop end of year party. She decides to call a meeting for all staff at lunchtime. Only two staff members turn up for the meeting as most are too busy. Meanwhile Susan has forgotten to pick up some parts for her supervisor and she is now in trouble.

In this situation what should Susan do to make sure that she does not waste too much time on this non urgent matter?

What should Susan do to ensure that meetings do not distract her from her work again?

Susan has been asked to pick up some parts from a supplier across town. She is expecting her friend to visit her in the workshop shortly so she decides to pick up the parts later. When she eventually leaves she gets stuck in school traffic and the supplier is closed when she gets there. She returns to work without the parts and her boss isn't impressed.

In this situation what should Susan do to make sure that he does not waste too much time procrastinating?

FINISHED? CHECK THAT YOU HAVE ATTEMPTED ALL QUESTIONS!



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