



Victorian Certificate of Education

2004

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

STUDENT NUMBER

Figures

Words

Letter

VCE VET BUSINESS

(ADMINISTRATION)

Written examination

Friday 5 November 2004

Reading time: 11.45 am to 12.00 noon (15 minutes)

Writing time: 12.00 noon to 1.30 pm (1 hour 30 minutes)

QUESTION AND ANSWER BOOK

Structure of book

<i>Number of questions</i>	<i>Number of questions to be answered</i>	<i>Number of marks</i>
24	24	114

- Students are permitted to bring into the examination room: pens, pencils, highlighters, erasers, sharpeners, rulers, an approved graphics calculator (memory cleared) and/or one scientific calculator.
- Students are NOT permitted to bring into the examination room: blank sheets of paper and/or white out liquid/tape.

Materials supplied

- Question and answer book of 17 pages.

Instructions

- Write your **student number** in the space provided above on this page.
- Answer **all** questions in the spaces provided.
- All written responses must be in English.

Students are NOT permitted to bring mobile phones and/or any other electronic communication devices into the examination room.

Question 1

Michael has just started work as a receptionist in a large manufacturing company. He has been handed a procedures manual to be used while working in reception.

- a. What is a procedures manual?

1 mark

- b. Provide two reasons **why it is important to use** your organisation's procedures manual **when organising workplace information**.

2 marks

- c. Explain why Michael would need the following documents from the procedures manual in his role as receptionist.

- i. company organisation chart

- ii. map of offices and people in those offices

- iii. emergency evacuation plan

- iv. all extension numbers for the organisation

1 + 1 + 1 + 1 = 4 marks

Question 2

a. You work for an architectural drafting organisation which is undergoing a review of its procedures. They are seeking your advice on the best method of storing their building plans. What would you recommend?

In your answer you will need to name

- the most appropriate storage equipment
- the most appropriate method of filing.

2 marks

b. Provide **one** reason for the most appropriate storage equipment and **one** reason for the most appropriate method of filing, for the ones identified above.

2 marks

Question 3

You work in the Human Resource Department of a large organisation. Your organisation advertises vacant positions almost every week for which you receive hundreds of applications. List four steps you would take to make sure that the applications you receive are not lost, misplaced or misfiled.

4 marks

Question 4

You are the Office Manager of Leadlight Supplies Ltd. You are going to bank today's takings, shown below, which are made up of both cash and cheques. Complete the following deposit slip showing these amounts.

Cash Received:		
Notes	Number	Total Value
\$100	7	700.00
50	26	1300.00
20		
10		
5		
Total		2000.00
Coins:		
\$2.00	50	100.00
\$1.00	27	27.00
.50		
.20		
.10	140	14.00
.05		
Total		141.00

Cheques Received:
B Faulkner drawn on Bank of Melbourne, Sydney, \$29.40
Thomasetti Bros drawn on Commonwealth Bank, Preston, \$540.00

Business Bank					Deposit Slip	
Date:						
Name: Leadlight Supplies Ltd					Account No: 3165 7189274	
			\$	c		
Drawer	Bank	Branch	\$	c	Notes	
					Coins	
					Total Cash	
					Cheques	
					Total Deposits	

8 marks

Question 5

When writing out a cheque

a. who is the drawer?

1 mark

b. who is the drawee?

1 mark

c. who is the payee?

1 mark


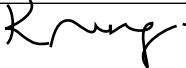
Question 6

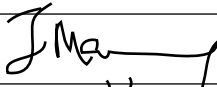
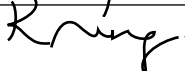
List three errors on a cheque that might cause it to be rejected by the bank.

3 marks

Question 7

- a. Record the following vouchers 212 and 213 for the month of October in the petty cash book on page 7. 2 marks
- b. Complete the petty cash book on 31 October and indicate the amount of reimbursement required. (The reimbursement cheque no. is 1242.) 4 marks

PETTY CASH VOUCHER	
DATE: 25 October 2004	No 212
Particulars	Amount \$
Overhead transparencies (including GST)	49.50
	\$ 49.50
<i>Signature:</i> 	
Approved by: 	

PETTY CASH VOUCHER	
DATE: 28 October 2004	No 213
Particulars	Amount \$
1 box permanent markers (including GST)	11.00
	\$ 11.00
<i>Signature:</i> 	
Approved by: 	

Petty Cash Book										
Date	Ref	Particulars	Receipts	Payments	GST	Stationery	Travel	Postage	Staff amenities	Sundries
2004 Oct 1	Chq 721	Advance	200.00							
7	207	Flowers for guest		26.40	2.40					24.00
9	208	Stamps		33.00	3.00			30.00		
15	209	Envelopes		11.55	1.05	10.50				
15	210	Bus fare		9.02	0.82		8.20			
21	211	Tea and coffee		23.10	2.10				21.00	

TURN OVER

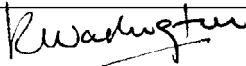
Question 8

On the forms below prepare the correct business documents to record the following transactions of Brenton Hardware for 30 October 2004.

- i. Sold to J & B Baker –
 - 20 metres of PVC pipe (250 mm) @ \$5.50 per metre
 - 40 metres of PVC pipe (125 mm) @ \$3.50 per metre
 - 6 tubes of PVC pipe glue (500 gm) @ \$10.50 per tube

J & B Baker are located at 15 Dareton Road, MOORABBIN VIC 3189.
The goods were ordered on Order No 812. Add GST to the value of the goods.
- ii. Allowance given to J & B Baker for two faulty tubes of PVC pipe glue.

7 + 5 = 12 marks

Brenton Hardware (ABN 333 234 111) 342 The Esplanade (PO Box 207) Chelsea Victoria 3196					
ADJUSTMENT NOTE					
Debtor: _____			Adjustment no: AN 44		
_____			Date: _____		
_____			Tax invoice no: _____		
Particulars	Quantity	Rate	Amount	GST	Total
Total Adjustment Amount					
Authorised : 					

Brenton Hardware (ABN 333 234 111) 342 The Esplanade (PO Box 207) Chelsea Victoria 3196					
TAX INVOICE					
Sold to: _____			Tax invoice no: TI-223		
_____			Date: _____		
_____			Your order no: _____		
Particulars	Quantity	Rate	Amount	GST	Total
Total Invoice Amount					

Question 9

You have collected information which you wish to enter into a database.

- a. Describe the difference between a field and a record.

2 marks

- b. Give an example of a field and a record.

2 marks

Question 10

Explain the difference between the following pairs of terms.

- i. field and fieldname

- ii. database and table

- iii. sort and select

2 + 2 + 2 = 6 marks

TURN OVER

Question 11

Why is it important to define fields in a database?

1 mark

Question 12

Provide three advantages a database software package has over a manual index card system.

3 marks

Question 13

Mary has just started work as a trainee in the offices of Stirling's Department Store. She is a little unsure of some of the terminology she has heard relating to producing business documents using a computer and is seeking your advice. Explain the difference between the following terms and provide an example of how they might be used when creating business documents.

- i.** saving and closing files

- ii.** headers and footers

- iii.** merging documents and mail merge

2 + 2 + 2 = 6 marks

Question 14

Select two of the following software packages. List one business use for each package you have chosen.

Your example should be applicable to that package only.

word processing package

spreadsheet package

database package

accounting package

presentation package

software package 1 _____

software package 2 _____

2 marks

Question 15

Marcel has just started work for a travel agent. He has been asked to create directories and subdirectories on his computer, but he has no idea what this means.

a. Explain what both directories and subdirectories are used for.

2 marks

b. Provide a **travel-related title** for a directory and a title for a subdirectory that relates to the directory you have named.

2 marks

Question 16

Read the following passage and then answer the questions below.

Marketing within the hardware industry has been made more difficult with the arrival of some very large hardware chains. They dominate the market and it is becoming increasingly difficult to match their exposure.

Nevertheless the market itself is rapidly expanding due to the growth in home renovations encouraged and supported by the popularity of lifestyle television programs such as Backyard Blitz and Renovation Rescue.

- a. Identify two errors that **would not** be picked up by a spell check by writing the errors in the spaces provided. Write the correction for the words in the spaces provided.

Error	Correction
1	
2	

4 marks

- b. Identify two errors that **would** be picked up by a spell check by writing the errors in the spaces provided. Write the correction for the words in the spaces provided.

Error	Correction
1	
2	

4 marks

Question 17

Provide definitions to explain the following document production terms. For each term suggest how it might be used when creating a document.

Term	Definition	Application
Font		
Margin		
Thesaurus		

6 marks

TURN OVER

Question 18

Indicate the type of justification used for each of the following printed samples.

Samples	Justification
The project has been running for three weeks and during that time we have noticed that other groups have developed within the advertising agency	
The project has been running for three weeks and during that time we have noticed that other groups have developed within the advertising agency	
The project has been running for three weeks and during that time we have noticed that other groups have developed within the advertising agency	
The project has been running for three weeks and during that time we have noticed that other groups have developed within the advertising agency	

4 marks

Question 19

a. Explain the difference between a floppy disk and a hard disk.

1 mark

b. Why might an organisation use both?

2 marks

Question 20

Explain the difference between hard copy and soft copy.

2 marks

Question 21

a. Discuss **four** actions you could take to improve your work performance.

4 marks

b. Discuss **two** actions you might take that could adversely affect your work performance.

2 marks

TURN OVER

Question 22

You work as an Office Assistant at Lane and Perenyi, a medium-sized but very busy legal company. You have been asked to help the Office Manager organise a meeting which will be held in your office in three weeks time. The Office Manager is impressed with your work so far and has asked you to draft what action should be taken and how you think you could be involved.

Suggest three duties you could perform to assist the Office Manager in planning for the meeting. Explain why each action is important.

6 marks

Question 23

Analyse the difference between a formal and an informal performance appraisal.

4 marks

Question 24

a. What is self-assessment?

1 mark

b. Why is self-assessment important in a work situation?

1 mark