



**Victorian Certificate of Education
2007**

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

STUDENT NUMBER

Figures
Words

Letter

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**VCE VET BUSINESS
ADMINISTRATION
Written examination**

Wednesday 14 November 2007

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>
22	22	114

- Students are permitted to bring into the examination room: pens, pencils, highlighters, erasers, sharpeners, rulers and 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 14 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 unauthorised electronic devices into the examination room.

The following scenario relates to all questions within this examination.

You are employed as an Administrative Officer supporting the Administration Manager of The 321 Sports Complex, 123 Main Drive, Uppertown, Victoria 3123.

Your main duties include

- organising workplace information
- organising your work schedule
- preparing and processing financial documents including petty cash, banking documents, reconciliations and payments
- creating and using databases
- using appropriate software to produce business documents as required.

Question 1

Give **one** purpose of a 'work schedule'.

1 mark

The reception area can be very busy at different times of the day and you need to prioritise your daily tasks. Today is 1 November 2007.

Question 2

Six of the tasks you have to complete today are

- entering the details of ten new clients, who will be commencing next week, into the database
- printing the staff roster for the month of December for distribution to all staff next week
- scheduling an appointment for a sporting company sales representative with the Administration Manager for tomorrow
- telephoning the technician to request immediate maintenance of the photocopy machine
- greeting a client who has just arrived at reception while you are on the telephone
- placing an order for new stationery for 2008.

a. You need to prioritise the tasks into high or low. Complete the table below.

High priority	Low priority

b. Identify **two** workplace factors that can affect the completion of your daily tasks.

- c. List **two** ways you could receive feedback on the work you have completed today.

6 + 2 + 2 = 10 marks

Question 3

- a. Why is it important to The 321 Sports Complex that you work efficiently? Give **two** reasons.

- b. You wish to make some changes to improve your work efficiency. Suggest **three** ways you could achieve this.

2 + 3 = 5 marks

Question 4

List **three** appropriate interpersonal skills you may need to work at The 321 Sports Complex.


3 marks

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Question 5

Today, 1 November 2007, you take an urgent telephone message from Ali Smith, telephone number 9234 5678. She wants to cancel this afternoon's appointment with her personal trainer, Chu Leong, and organise another appointment.

- a. Complete the details in the telephone message form below.

MESSAGE	Date	Time 10.15	a.m. p.m.
To			
From		Telephone No.	
Details		Mobile No.	
		Fax No.	
		Email address	
		<input type="radio"/> Urgent	
		<input type="radio"/> Telephoned	<input type="radio"/> Please ring
Signed 		<input type="radio"/> Will ring back	<input type="radio"/> Called in

- b. Give an example of a computer technology that could be used to convey the above message to Chu Leong, instead of using the telephone message form.

8 + 1 = 9 marks

Question 6

The 321 Sports Complex needs to store its clients' paper-based application forms. List **two** ways these forms could be stored securely.

2 marks

Question 7

List **two** ways The 321 Sports Complex can obtain information from its clients and suppliers in order to improve its services.

2 marks

Question 8

- a. What is the difference between a Policy Manual and a Procedures Manual?

- b. In the table below, give an example of a specific document stored in each type of manual.

Policy Manual	Procedures Manual
Example	Example

2 + 2 = 4 marks

Question 9

- a. Give **two** reasons why many organisations have a petty cash fund.

- b. List **three** purposes of the Petty Cash Book.

2 + 3 = 5 marks

Question 10

NO 999-345 1 November 2007 To <u>Mrs M Brown</u> For _____	<p>BANK OF BUSINESS VIC Uppertthere 3123</p> <p style="text-align: right;">1 November 2008</p> <p>PAY <u>Simon deBrun</u> OR BEARER</p> <p>THE SUM OF <u>Two hundred and sixteen dollars and five cents</u></p> <p style="text-align: right;"><u>\$216.50</u></p> <p style="text-align: right;">THE 321 SPORTS COMPLEX</p> <p style="text-align: center;">■■999-345■:21-97-148■■</p>																								
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 80%;"></th> <th style="width: 10%; text-align: center;">\$</th> <th style="width: 10%; text-align: center;">c</th> </tr> </thead> <tbody> <tr> <td>Balance bt.fwd.</td> <td></td> <td></td> </tr> <tr> <td>Deposits</td> <td></td> <td></td> </tr> <tr> <td>Sub total</td> <td></td> <td></td> </tr> <tr> <td>This cheque</td> <td style="text-align: center;">201</td> <td style="text-align: center;">55</td> </tr> <tr> <td>Sub total</td> <td></td> <td></td> </tr> <tr> <td>ATM/EFTPOS other debits</td> <td></td> <td></td> </tr> <tr> <td>Balance cd.fwd</td> <td></td> <td></td> </tr> </tbody> </table>		\$	c	Balance bt.fwd.			Deposits			Sub total			This cheque	201	55	Sub total			ATM/EFTPOS other debits			Balance cd.fwd			
	\$	c																							
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ATM/EFTPOS other debits																									
Balance cd.fwd																									

Identify the six errors in the cheque and cheque butt above.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

6 marks

Question 11

You are about to bank the day's takings, consisting of both cash and cheques.

- a. Complete the missing figures in the Cash Received table.

Cash Received table

Notes	Number	Total value
\$100	9	900.00
50	24	1200.00
20	100	2000.00
10	99	990.00
5	164	
Total		
Coins		
\$2.00	30	
\$1.00	53	
.50	46	23.00
.20	140	28.00
.10	160	16.00
.05	100	5.00
Total		185.00

Cheques Received

D Martin, drawn on Mountain Bank, UpperHill – \$27.90

B Ho, drawn on Traders' Bank, Sunnydale – \$2399.95

M Pui, drawn on People's Bank, Treehill – \$232.49

C & C Leisure, drawn on Mountain Bank, LowerHill – \$440.00

- b. Complete the deposit slip showing the cash and cheques received.

Deposit for Account at Traders' Bank Date 1 November 2007 Deposited for credit in cheque account of <i>The 321 Sports Complex</i> \$ _____ (Proceeds of cheques etc. will not be available until collected) Teller <i>S Smithson</i>	TRADERS' BANK					
	Deposit		Branch MIDDLEHILL			
	DATE 1 November 2007				NOTES	
	DRAWER		BANK	BRANCH	COIN	
	PAID IN BY		<small>(Proceeds of cheques etc. will not be available until collected)</small>	Commission	No of cheques	Teller
	CREDIT				TOTAL	

(A/C name in Block Letters) **THE 321 SPORTS COMPLEX**

⑈709-316⑆:23-95-137⑈

4 + 9 = 13 marks

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Question 12

A tax invoice must show

- date of purchase
- name and address of purchaser
- description of the goods and services supplied
- total cost
- the GST-inclusive price of the invoice.

a. List **two** other details which must be included on a tax invoice.

b. What does the term GST stand for?

c. GST is placed on certain items. It is a percentage of the total price. What is the percentage (%) rate in Australia at present?

2 + 1 + 1 = 4 marks

Question 13

When would you use an Adjustment (Credit) Note?

2 marks

Question 14

Database software uses various database items to display data. Complete the table below describing the purpose of each of the database items listed.

Database items	Purpose
Table	
Query	
Form	
Report	

4 marks

Question 15

The childcare facility at The 321 Sports Complex is in the process of designing a database to store relevant information about the children in its care.

- a. Allocate the correct data type to each field. Select the data type from the list below.

text, number, date/time, currency, yes/no, auto number

Field name	Data type
Enrolment number	
First name	
Last name	
Date of birth	
Postcode	
Allergies	
Parent contact telephone number	
Hourly charge	

- b. To which field name would you assign the primary key and why.

8 + 2 = 10 marks

Question 16

The 321 Sports Complex is opening a new Lolly & Popcorn Bar.

- a. Identify **two** input devices you could use to produce an advertisement to promote the opening of the bar.

You wish to vertically centre the data in the advertisement but you are not sure how to do this with the software you have chosen.

- b. List **three** resources that could help you.

2 + 3 = 5 marks

TURN OVER

Question 17

Identify **two** factors to consider when naming an electronic file.

2 marks

Question 18

Identify **three** portable electronic data storage options to store an advertisement.

3 marks

Question 19

- a. Name the parts in the business letter below.

THE 321 SPORTS COMPLEX
123 MAIN DRIVE
UPPERTHERE VIC 3123

Phone: 9876 5432
 Fax: 9876 5436
 Email: adsupp@Upperthere321.com.au
 Web: www.321.com.au



1 November 2007

Mrs Joan Brown
 2 Sunnymead Close
 Uppertthere Vic 3123

①

Dear Mrs Brown

②

③

You are invited to the grand opening of our new Lolly & Popcorn Bar. The opening is to be held on Friday 30 November 2007 at 7.30 pm at The 321 Sports Complex.

We hope you can join in the celebration.

④

Yours sincerely

Administration Manager

1. _____
2. _____
3. _____
4. _____

- b. Explain the meaning of the term 'mail merge document'.

- c. Identify the appropriate printing orientation for this business letter.

- d. Explain the difference between spell checking and proofreading.

- e. List **two** advantages of using the function 'print preview' before printing this document.

- f. i. What information might you include in the footer of this letter?

- ii. Why would you include this information in the footer?

4 + 2 + 1 + 2 + 2 + (1 + 1) = 13 marks

Question 20

The Administration Manager has decided to edit this letter.

Use the appropriate editing symbols from the list below to make the following changes on the letter.

trs 

l.c.

stet

space #

run on 

ins 

u.c.

- Initial capitals for 'sports complex'.
- The sentence 'These changes are based . . .' goes after 'next few months' in the first paragraph.
- The word 'extensive' should remain.
- 'Wednesday and Monday' should read Monday and Wednesday.

Dear Member

On behalf of The 321 sports complex, we are writing to let you know of some of the improvements we will be making to our Complex and programs over the next few months.

These changes are based on feedback received from you.

- The times that our childcare facilities will be operating will be extended.
- The swimming pool, which has undergone ~~extensive~~ renovations over the past few months, will be open seven days a week, commencing from 1 December. The hours of operation will not be changed.
- Massage sessions will be extended to cover Wednesday and Monday evenings from 6.00–9.00 pm. Bookings will be essential.

We look forward to seeing you at the Complex soon.

Yours sincerely

Administration Manager

4 marks

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Question 21

In your role as Administrative Officer at The 321 Sports Complex, you spend most of your work day at a computer workstation. At the end of each day you experience physical discomfort. Your eyes often water, your lower back aches and you often have headaches.

Give **four** measures that could be taken to make your workstation ergonomic.

4 marks

Question 22

Why is it important to have a back-up copy of all electronic data files that you create? Give **three** reasons.

3 marks