



**Victorian Certificate of Education
2009**

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

STUDENT NUMBER

Figures

Words

Letter

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**VCE VET BUSINESS
ADMINISTRATION
Written examination**

Wednesday 11 November 2009

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>
20	20	118

- 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 16 pages.
- Additional space is available at the end of the book if you need extra paper to complete an answer.

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.

SARL Craft Ltd is a medium-sized craft supplies business, with four employees in the office.

Tiani is the Receptionist/Office supervisor.

Anne organises workplace information and is the relief receptionist.

Macy is mainly involved in producing business documents.

Jin Ling is responsible for processing financial documents and banking.

Although these are their specialty areas, each person can help out in any of the other areas if necessary.

Question 1

Each person at SARL Craft must prioritise their daily tasks.

Why is this necessary?

1 mark

Question 2

SARL Craft has a carefully prepared Procedures Manual.

State **two** purposes of a Procedures Manual.

2 marks

Question 3

a. List **three** responsibilities that Tiani would have as Receptionist/Office supervisor.

3 marks

b. Circle **three** tasks from the list below that must be done at the start of Tiani's working day.

- Prepare mail out
- Filing
- Check voice mail and emails
- Check manager's diary
- Go to the bank to deposit the day's takings
- Type manager's report for next week's conference
- Distribute mail
- Photocopy manager's report to be handed to staff at next week's meeting
- Make herself a cup of coffee

3 marks

Question 4

As part of her role, Tiani also organises regular monthly meetings for her manager and twelve sales representatives from the various states.

What is Tiani's goal for these meetings?

1 mark

Question 5

List **three** important communication skills that will assist an employee to obtain appropriate information.

3 marks

Question 6

SARL Craft has both an electronic and a manual filing system.

a. State why each is necessary.

Electronic _____

Manual _____

2 marks

b. What is the difference between a centralised and a decentralised storage system?

Centralised _____

Decentralised _____

2 marks

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Question 7

- a. The following documents have been filed in the correct order.
Which filing classification has been used? **Tick** (✓) the correct box below.

Documents

12 November 2009
29 June 2009
18 December 2008
3 February 2007
19 December 2006

Classification

Alphabetical Alpha-numerical Chronological Geographical Numerical Subject

1 mark

- b. Anne is required to put the following files into alphabetical order.
In the table below, place the files into alphabetical order.

File	Correct alphabetical order
30 Mix Club	1.
The Action Sports Gym	2.
St Martha's Bakery	3.
Miss Mary Williams	4.
Mr Max Stevenson	5.

4 marks

Question 8

Tiani has asked Anne to go through the hard copy files and check to see if any can be removed.

- a. List **two** things Anne must do before deciding to destroy any files.

2 marks

- b. Anne finds that some of the files have not been accessed for a long time; however they still need to be kept and put into another smaller filing cabinet away from the main filing cabinets.

This is called _____

1 mark

TURN OVER

Question 9

Jin Ling is responsible for the banking and processing of financial documents.

- a. Jin Ling has started to fill in the deposit slip.
Complete it for him.

WAYVILLE BANK Silverstream Branch		DEPOSIT SLIP		11 November 2009	
The sum of _____ _____ _____		Notes	4230	00	
		Coins	134	90	
		TOTAL			
		Credit cards	5228	27	
		Cheques			
		TOTAL			
Teller	No. of items	Paid in by <i>Jin Ling</i>			
FOR CREDIT OF	Account name	Account number			
	SARL CRAFT LTD	B723 62789			
Proceeds of cheques etc. will not be available until cleared.					

Reverse of deposit slip

Particulars of cheques					
	Drawer	Bank	Branch	Amount	
1	B Jones	Melbank	Cotton Springs	130	42
2	Copeland & Co	Action	Lower Town	540	00
			TOTAL	670	42

4 marks

- b. After completing the banking, Jin Ling has written one cheque today, 11 November 2009. Complete the cheque butt for him.

- Paid to Sterling Bros, a cheque for \$4942.84 for embroidery cotton

Cheque No. 236355		
Date	_____	
To	_____	
For	_____	
	\$	c
Balance b/f	37 120	00
Deposits		
Balance		
This cheque		
Balance		

7 marks

- c. Jin Ling regularly has to work out the amount of GST paid on each transaction. Complete the following for him.

Item	Cost of goods \$	GST \$	Total \$
a. Variety of beads, \$528.00 including GST			\$528.00
b. 12 plain aprons @ \$24 each – add GST			

5 marks

Question 10

There is a particular order in which financial business documents are processed.

In the table below, place the documents in the correct order.

Financial document	Order
Purchase order	1.
Receipt	2.
Delivery docket	3.
Purchase requisition	4.
Adjustment note	5.
Cheque	6.
Tax invoice	7.

6 marks

TURN OVER

Question 11

The Zip Craft Shop has purchased some stock from SARL Craft Ltd and Jin Ling has to prepare a Tax Invoice for the goods supplied.

Using the Price List below, help Jin Ling to prepare this document.

PRICE LIST		
SARL CRAFT LTD		
As at January 2009		
18 Heather Road GEELONG VIC 3220		
ABN 144A180B595		
Stock Code	Description	Cost \$
CPW541	Chromacryl craft paint 1 litre – White	20.00
CPB542	Chromacryl craft paint 1 litre – Blue	20.00
CPG543	Chromacryl craft paint 1 litre – Green	20.00
CPR544	Chromacryl craft paint 1 litre – Red	20.00
WCP742	Watercolour paints (10 ml tube, assorted colours)	12.00
CAN621	Canvas (size 254 cm × 356 cm)	5.00
CAN742	Canvas (size 508 cm × 609 cm)	13.00
BMC621	Board mount cutters 81 cm	300.00
10% GST is to be added to all orders		

Goods supplied to:

Zip Craft Shop
214 Frances Place
Geelong 3220

Ordered on 6 October 2009 with Order No. 4322. Delivered on 8 October 2009, Invoice No. 1A2B3C.

3 × Board mount cutters

4 × 1 litre Chromacryl craft paint – Blue

4 × 1 litre Chromacryl craft paint – Red

6 × Canvas (size 508 cm × 609 cm)

Include Freight \$25.00

GST 10%

SARL CRAFT LTD
18 Heather Road
GEELONG VIC 3220

ABN 144A180B595

TAX INVOICE

Date:

Invoice No.

Delivery to:

Order No.

Code	Qty	Description	Rate \$	Total \$
Checked correct:			Goods Total	
			GST	
			Freight	
			Invoice Total	
Terms: 5% Discount for payment within 30 days				

12 marks

TURN OVER

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Question 12

On 10 October 2009, Zip Craft Shop returned the Chromacryl craft paint (4 × 1 litre) as they had received green paint instead of red paint.

Prepare the Credit/Adjustment note below. Credit note No. CN 456

<p>SARL CRAFT LTD 18 Heather Road GEELONG VIC 3220</p>				
<p>ABN 144A180B595</p>				
<p>CREDIT/ADJUSTMENT NOTE</p>				
<p>Date:</p>			<p>Credit Note No.</p>	
<p>Order No.</p>			<p>Invoice No.</p>	
<p>For:</p>				
Code	Qty	Description	Price \$	Total \$
			GST	
			Total	
<p>Reason</p>				

9 marks

Question 13

Anne knows that tables in a database consist of rows and columns.

a. What are the columns called?

1 mark

b. What are the rows called?

1 mark

c. Why is it necessary to have a number of different fields in each table? In your answer, give an example.

2 marks

d. i. Which field can be easily distinguished from all the others?

ii. What is this special field called?

1 + 1 = 2 marks

e. Give an example of each of the following **date** formats: short, medium, long.

Date format	Example
Short	
Medium	
Long	

3 marks

Question 14

Anne needs to enter the following record into the database.

SARL CRAFT LTD			
Name:	Charles White	Allergies	Yes/No
Address:	33 Stanton Street Fitzroy 3065	Tel No:	9348 7721
DOB:	18/5/90		
Salary:	\$70 000		

Three fields and data type have already been recorded.

Help Anne complete the remaining entries.

Field Name	Data Type
First Name	Text
Surname	Text
Address Line 1	Text

6 marks

Question 15

- a. In a business letter that is set out in Full Block, Open Punctuation style, what does **Left Alignment** mean?

1 mark

- b. Give **one** reason why punctuation is not necessary except in the body of the letter.

1 mark

- c. Encl. is sometimes shown at the bottom of a letter.

- i. What does this mean?

- ii. When is it used?

1 + 1 = 2 marks

Question 16

- a. The manager wants a letter sent to each of the sales representatives. To carry out this task as soon as possible, Macy will type this letter only once and combine it with names and addresses from the database.
What is this function called?

1 mark

- b. When preparing the Financial Report, Macy has to copy a spreadsheet and insert it into the word-processed report.
What is this process called?

1 mark

Question 17

- a. For the monthly meeting Macy must prepare the Meeting Notice, Agenda, a copy of the Minutes of the previous meeting, a Business Report and a Financial Report.

State what information is included in the

- i. Meeting Notice

-
- ii. Agenda

-
- iii. Minutes of the previous meeting.

1 + 1 + 3 = 5 marks

- b. If Macy is uncertain about how to set out any of the documents, state **three** resources she could use to help her.

3 marks

TURN OVER

Question 18

From the following table, insert the correct words in the paragraphs below.

sub-text	bold	portrait	scanner	symbol	insert	attachment
hardware	software	hard	italics	font	spacing	keyboard
landscape	photocopy	mouse	print preview	email	screen	soft

When Tiani was preparing the reports, following her appraisals of her colleagues, there were some words she wanted to make stand out. She did this by using the _____ or _____ function. When Tiani had completed her reports she wanted to send them to each staff member immediately but separately. Tiani did this electronically by _____. As well as sending this _____ copy, she also prepared a _____ copy which Anne would file manually in each staff member’s personal file.

Macy uses Microsoft Word, MYOB and Excel in her day-to-day work. These _____ programs enable her to carry out different processes. Most documents are printed in _____ layout, but when she prints many of her spreadsheets, as they have a large number of columns, she needs to change the layout to _____.

The most common computer input device used in the office is the _____. All office staff are conscious of the need to save paper where possible. One way to do this is to carefully check each document before printing it. This is done by using the _____ function.

10 marks

Question 19

- a. Before designing a document, Macy must understand the purpose of the document and its intended audience.

Why is this important?

3 marks

- b. In designing a document, Macy will use various enhancements to make it attractive and easy to read; for example, colour and margins.

List **three** other ways of making this document distinctive.

3 marks

Question 20

The staff are aware that their employer cares about Occupational Health and Safety and wants to ensure that working conditions are safe and comfortable. All staff have attractive, ergonomic furniture and each can adjust their chair to the height that suits them. This has encouraged them to keep their desks uncluttered, so that each task is completed without the distraction of documents or equipment not related to the task.

Although the staff have regular breaks, they are still able to keep to their work schedules and their tasks are completed efficiently and on time.

State **five** additional measures that could be taken, **or** conditions that would be necessary, to ensure workplace safety.

5 marks

