



**Victorian Certificate of Education  
2011**

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

**STUDENT NUMBER**

Figures

Words


Letter

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**VCE VET BUSINESS**

**Written examination**

**Monday 14 November 2011**

**Reading time: 9.00 am to 9.15 am (15 minutes)**

**Writing time: 9.15 am to 10.45 am (1 hour 30 minutes)**

**QUESTION AND ANSWER BOOK**

**Structure of book**

<i>Section</i>	<i>Number of questions</i>	<i>Number of questions to be answered</i>	<i>Number of marks</i>
A	20	20	20
B	17	17	80
			Total 100

- 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 17 pages.
- Answer sheet for multiple-choice questions.

**Instructions**

- Write your **student number** in the space provided above on this page.
- Check that your **name** and **student number** as printed on your answer sheet for multiple-choice questions are correct, **and** sign your name in the space provided to verify this.
- 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.**

**SECTION A – Multiple-choice questions****Instructions for Section A**

Answer **all** questions in pencil on the answer sheet provided for multiple-choice questions.

Choose the response that is **correct** or that **best answers** the question.

A correct answer scores 1, an incorrect answer scores 0.

Marks will **not** be deducted for incorrect answers.

No marks will be given if more than one answer is completed for any question.

**Question 1**

The text of a justified paragraph is aligned to

- A. the left margin.
- B. the right margin.
- C. both left and right margins.
- D. top and bottom margins.

**Question 2**

If a letter and an invoice have been produced by the same business they would have the same

- A. letterhead details.
- B. layout and design.
- C. software applications.
- D. format, style and print.

**Question 3**

Which of the following are input devices?

- A. computer, mouse, keyboard, monitor
- B. scanner, numeric keypad, mouse, keyboard
- C. computer, word processing software, scanner, mouse
- D. photocopier, keyboard, numeric keypad, memory stick

**Question 4**

To create a multiple-page document consisting of portrait and landscape pages, a word processing operator needs to

- A. merge the documents.
- B. section the page breaks.
- C. create hard page breaks.
- D. create several documents.

**Question 5**

What does 'cc' stand for in a business document?

- A. closed copy
- B. carbon copy
- C. certified copy
- D. company copy

**Question 6**

Which one of the following is a sans serif font?

- A. Arial
- B. Garamond
- C. *Brush Script MT*
- D. Times New Roman

**Question 7**

Which one of the following is the 'open' question?

- A. 'You achieved the sales target this month, didn't you?'
- B. 'Why do you think we failed to reach this month's sales target?'
- C. 'Do you think the sales results over the past weeks indicate a trend?'
- D. 'Is it possible that we didn't reach the sales target due to staff absences?'

**Question 8**

When filing documents, which of the following is in the correct alphabetical order?

- A. Saint Thomas Church, St George Hardware, Simmon's Café, Albert Simmons
- B. Saint Thomas Church, St George Hardware, Albert Simmons, Simmon's Café
- C. St George Hardware, Saint Thomas Church, Simmon's Café, Albert Simmons
- D. St George Hardware, Saint Thomas Church, Albert Simmons, Simmon's Café

**Question 9**

The principal method of document paragraphing is to have

- A. paragraphs with open punctuation.
- B. new paragraphs after each full stop.
- C. paragraphs with one main subject.
- D. paragraphs containing two or more subjects.

**Question 10**

An itinerary is used for

- A. making appointments.
- B. checking train and bus timetables.
- C. reminding office staff of meetings.
- D. recording travel arrangements.

**Question 11**

Areas of responsibility for an employee are documented in

- A. a policy manual.
- B. a procedures manual.
- C. a position description.
- D. occupational health and safety guidelines.

**Question 12**

When cross-referencing hard-copy documents you make

- A. a file with a new name.
- B. copies to file under different names.
- C. a note in the file, referring to the original file.
- D. a file with the new name and place a note in both files.

**Question 13**

Work teams experiencing internal disagreements are

- A. ineffective because compromise is hard to achieve.
- B. effective since members are exposed to many conflicting ideas.
- C. effective because strong leaders with strong opinions will emerge.
- D. ineffective since complete cooperation is required to be successful.

**Question 14**

Ground rules are guidelines for how an innovative team will function.

They can improve both efficiency and effectiveness by

- A. clarifying what is expected of each team member.
- B. outlining what each team member must do to minimise conflict.
- C. stating clearly what behaviours and attitudes will not be tolerated.
- D. explaining what consequences there will be for any disruptive behaviours.

**Question 15**

An ergonomically designed workstation

- A. improves a worker's fitness.
- B. helps to reduce stress and the risk of injury.
- C. helps to produce an atmosphere of calm and productivity.
- D. will keep noise down, temperature even and productivity up.

**Question 16**

The purpose of a business plan is to

- A. clarify staff duties.
- B. communicate future direction.
- C. identify strengths and weaknesses.
- D. provide a written explanation of core values.

**Question 17**

The amount of petty cash spent last month was \$148.50 (including GST).

What was the amount of GST paid?

- A. \$1.48
- B. \$13.50
- C. \$13.85
- D. \$14.85

**Question 18**

The creditor of goods and services is also known as the

- A. supplier.
- B. receiver.
- C. signatory.
- D. purchaser.

**Question 19**

A receptionist needs to deal assertively with a difficult client.

The receptionist's tone of voice should be

- A. loud.
- B. forceful.
- C. persistent.
- D. firm yet polite.

**Question 20**

An administrative assistant paraphrases a supervisor's instructions.

This is an example of

- A. negotiation skills.
- B. interpersonal skills.
- C. appropriate behaviour.
- D. innovative work practices.

**SECTION B – Short answer questions****Instructions for Section B**

Answer **all** questions in the spaces provided.

**Question 1**

*Use the following information to answer part a.*

Fabulous Fitness Centre 54 Glenvore Street Southwick VIC 3978 (03) 9123 4567 ABN 13 346 096 XXX		<b>Purchase Requisition</b> No. 56 Date: 12/11/2011
Please order the following items:		
Quantity	Description	
1	Water cooler – 50 litres	
2	Filter kits	
2	Bottled spring water – 50 litres	
Requested by: Jason		

Western Springs Pty Ltd 73 Valley Road Southwick VIC 3978		<b>Price list</b>	Prices correct until 31 December 2011
Item code	Item description	Selling price exc. GST \$	GST or GST free
1102	Water cooler – 30 litres	153.00	GST
1103	Water cooler – 50 litres	208.00	GST
1273	Filter kit (fits both sizes of cooler)	30.50	GST
1345	Bottled spring water – 30 litres	15.00	GST free
1346	Bottled spring water – 50 litres	20.00	GST free
1500	Delivery & Installation	50.00	GST

- a. Using the information on page 6, complete the Purchase Order form below.

<b>Purchase Order</b> No. A2365					
Fabulous Fitness Centre 54 Glenvore Street Southwick VIC 3978 (03) 9123 4567 ABN 13 346 096 XXX		Western Springs Pty Ltd 73 Valley Road Southwick VIC 3978		DATE: 12/11/2011	
Item code	Quantity	Description	Unit price \$	GST \$	Total inc. GST \$
Comments:			Total		
Delivery as soon as possible					
Authorised by: Jason			Date required: ASAP		

4 marks

- b. A customer pays an account at Fabulous Fitness Centre with their credit card.  
Identify two checks that need to be made when processing the payment.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

- c. A delivery has been made to Fabulous Fitness Centre.  
Identify two details that need to be checked on the Delivery Docket when accepting the goods.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

- d. The Petty Cash book shows an amount of \$38.50. However, when the petty cash is counted, it only comes to \$34.75.  
Suggest two ways this error could have occurred.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

**Question 2**

Why would it be necessary for a company to develop a record management system? Give two examples to support your answer.

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2 marks

**Question 3**

External factors create the need for ongoing innovation.

Identify two external factors that create ongoing innovation.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

**Question 4**

Other than providing monetary rewards, identify three ways that a manager can encourage their team to work more innovatively.

1. \_\_\_\_\_

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2. \_\_\_\_\_

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3. \_\_\_\_\_

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3 marks



**Question 5**

a. List two benefits of setting up a centralised hard-copy filing system.

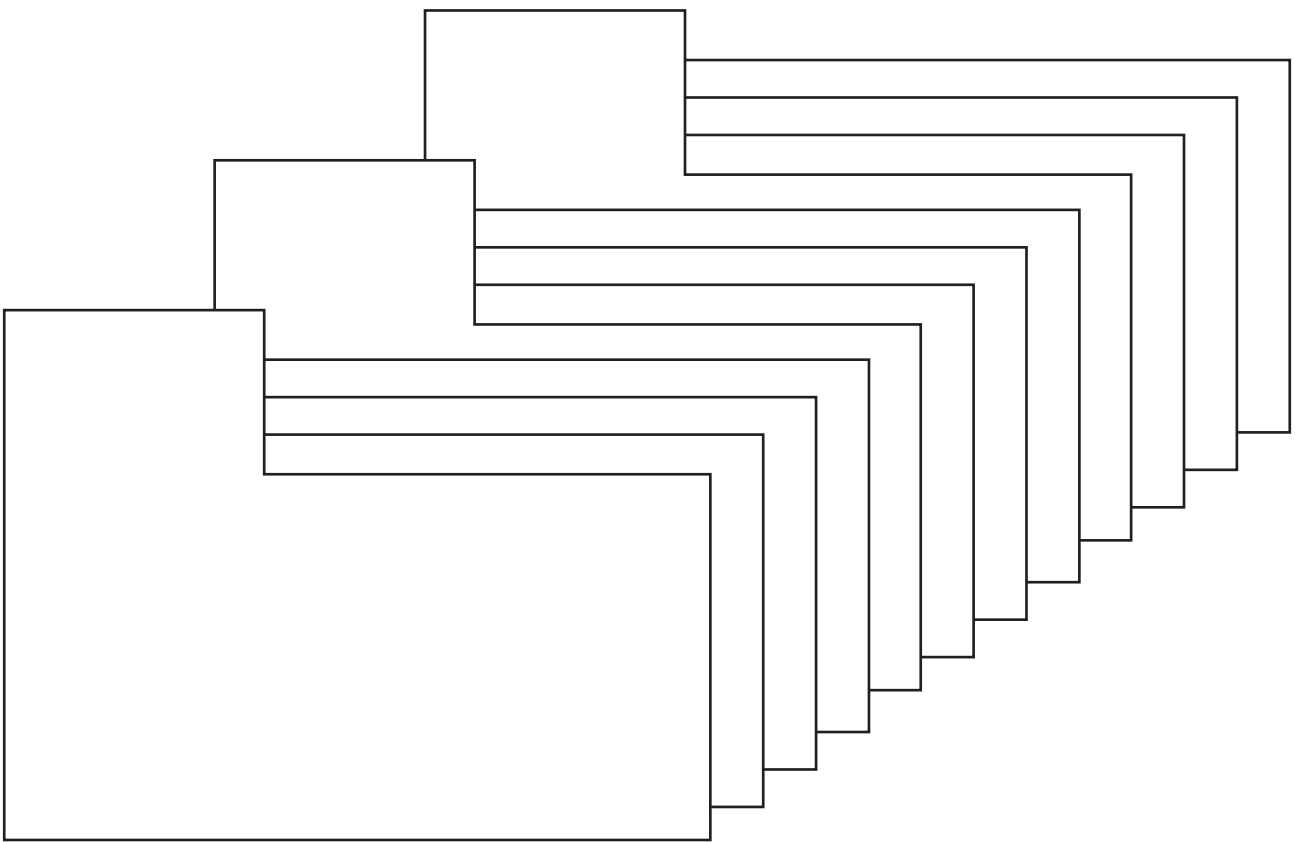
1. \_\_\_\_\_
2. \_\_\_\_\_

2 marks

b. You are setting up a new 3-drawer filing cabinet, using subject classification as the primary system. The box below lists the primary guides and documents to be filed.

Netball, Pilates, Aquatic activities, Squad training, Boxing circuit, Stroke correction squad, Stadium activities, Basketball, Indoor soccer, Group fitness activities, Yoga, Aqua aerobics

In the diagram below, use indexing rules to place the primary guides and documents in the correct order.



3 marks

c. Explain why it is necessary to constantly update stored information (that is, hard copy and electronic).

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2 marks

Questions 6–12 relate to the scenario below.

**Port2Port Cruises**

The following staff work at Port2Port Cruises.

Bill, the Office Manager

Louise, the Receptionist/Administrative Assistant

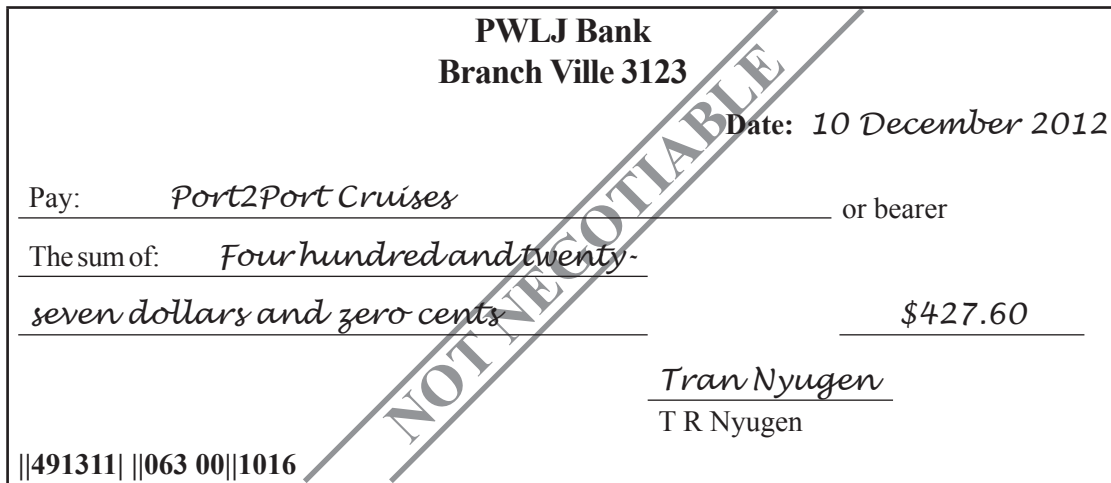
Peter, the Advertising and Public Relations Manager

Mei, the Accounts Clerk

The team organises cruises around Australia.

**Question 6**

In today’s mail, Mei has received the following cheque from a customer.



a. What two things make this cheque invalid?

1. \_\_\_\_\_
2. \_\_\_\_\_

2 marks

b. Another customer has electronically transferred \$162.00 instead of \$262.00 to pay for the balance owing on a cruise.

i. How would Mei have identified that this error had occurred?

\_\_\_\_\_

ii. What should Mei do to fix the problem?

\_\_\_\_\_

1 + 1 = 2 marks

**Question 7**

In the past, Port2Port Cruises have used surveys to collect customers' personal details and dietary requirements.

a. List two other ways this information can be collected.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

b. Give two examples of hardware that could be used to store customers' information electronically.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

c. i. Identify two ways Port2Port Cruises could ensure confidentiality of customers' personal information.

1. \_\_\_\_\_

2. \_\_\_\_\_

ii. Explain why it is necessary to keep customers' records confidential.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2 + 2 = 4 marks

d. At the conclusion of the cruise, passengers are asked their opinion of their travel experiences.

Why is this information important to Port2Port Cruises?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2 marks

**Question 8**

In organising Port2Port Cruises, Bill needs to distinguish between the goals and the tasks to be undertaken.

a. What is a goal?

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1 mark

b. What is a task?

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1 mark

**Question 9**

a. Louise is preparing the company newsletter for distribution to passengers.

Identify two functions of a photocopier that will allow Louise to produce the newsletter efficiently.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

b. Write Louise’s work tasks within the priority matrix.

- prepare next week’s meeting agenda, to be distributed today
- photocopy induction packs for new staff members for their orientation next week
- prepare the conference room for today’s meeting
- update new client information in the company’s records

Important and urgent	Important but not urgent

4 marks

**Question 10**

- a. In preparing documents for Port2Port Cruises, Louise regularly uses templates in her work. Give two examples of template documents.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

- b. Explain the difference between a template and a mail merge document. Provide an example of each in your response.

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4 marks

**Question 11**

Louise is preparing a customer information pack. It contains details of special offers for cruises in 2012. The information pack will require preparation of a price list, destinations, maps, onshore excursions and itineraries.

- a. In addition to a computer, list one other piece of technology and one type of software application that could be required when preparing this information pack.

technology \_\_\_\_\_

software application \_\_\_\_\_

2 marks

- b. Suggest one way Louise can ensure consistency of style and layout of these documents.

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1 mark

- c. How can Louise ensure that the documents are completed on time?

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1 mark

**Question 12**

- a. In order to remain competitive, Bill has asked his staff to be more innovative. Define the term 'innovative practice'.

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1 mark

- b. Peter has suggested an innovative idea to Bill. Outline two processes that the team could be involved in when developing this idea further.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

- c. An overseas travel consultant has undertaken a team-building exercise with the staff at Port2Port Cruises. There are benefits and barriers to this practice. Give one example of a benefit and one example of a barrier.

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2 marks

*Questions 13–17 relate to the scenario below.*

The Go Green Cooperative was established for interested residents of a rural community to address environmental issues.

Michelle deSilva, the Manager/Accountant, and James Scott, an Administrative Assistant, were appointed and are supported by volunteers.

**Question 13**

Go Green is submitting a confidential report on waste management to the local council. Michelle discusses the requirements of the report with James. The formatting of the report includes leader dots, headers and footers, and styles.

Outline the purpose of each.

leader dots \_\_\_\_\_

headers and footers \_\_\_\_\_

styles \_\_\_\_\_

3 marks

**Question 14**

Michelle has provided James with statistical data to enter into the confidential report. The data is already saved in a spreadsheet.

What function could James use to efficiently enter the information into the word-processed report?

\_\_\_\_\_

1 mark

**Question 15**

Give two reasons why James would ask a colleague to read his word-processed report, even though he has already spell checked and proofread the document.

1. \_\_\_\_\_

2. \_\_\_\_\_

2 marks

**Question 16**

James has typed the letter below to send with the confidential report. There are spelling, grammar/punctuation and letter formatting/style errors.

1 November 2011

Mr John Smythe  
 Mayor  
 Branch Ville Shire Council  
 Council Offices  
 Main Boulevard  
 Branch Ville 3123

Dear John

    Please find enclosed the report commissioned by your Council.

The report offers recommendations for the implementation of a new waist management program. A cost analysis involving the 3 possibilities are also included.

Please advice me should you require any further information

Yours faithfully

Michelle deSilva  
 Manager

MdeS:js  
 Enc

Circle the mistakes in the letter above.

Write the corrections in the table below.

Spelling	Grammar/Punctuation	Letter format/style

9 marks



**Question 17**

Michelle has asked James to send the confidential report to specified clients only but James does not use the updated mailing list.

- a. What effects could this error have on James's work performance?

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2 marks

- b. What could James do in the future to improve his work performance?

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2 marks