



Victorian Certificate of Education 2012

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

STUDENT NUMBER

Letter

Figures

Words

VCE VET BUSINESS

Written examination

Thursday 8 November 2012

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	21	21	80
			Total 100

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

Confidential information can be safely disposed of in the

- A. mailroom.
- B. archived files.
- C. wastepaper bin.
- D. shredding machine.

Question 2

Which one of the following is an example of a human factor that can affect workplace performance?

- A. stress
- B. resources
- C. schedules
- D. equipment

Question 3

What is the rule when including figures in a business letter?

- A. Figures are typed as words.
- B. Figures are typed as numbers.
- C. Figures may be typed as either words or numbers.
- D. Figures up to and including ten are typed as words.

Question 4

The common classification tools that are used for hard copy filing are

- A. alphabetical, archival, numerical, latest, geographical.
- B. geographical, alphabetical, historical, numerical, subject.
- C. numerical, geographical, subject, alphabetical, chronological.
- D. alphabetical, centralised, subject, decentralised, chronological.

Question 5

One purpose of an IT help desk is to assist with

- A. meeting deadlines.
- B. document production issues.
- C. filing hard copies of documents.
- D. organisational policies and procedures.

Question 6

The formal process of having an experienced staff member advising a new staff member is known as

- A. training.
- B. mentoring.
- C. job sharing.
- D. professional development.

Question 7

As the office assistant, you need to maintain the security of the company's intranet.

To do so you need a

- A. username and signature.
- B. username and password.
- C. read-only file and signature.
- D. PIN number and fingerprint.

Question 8

A team that is looking for an innovative way to improve productivity may

- A. prepare a work schedule.
- B. change existing practices.
- C. get ideas by reading industry journals.
- D. complete its work quickly to give team members time to reflect.

Question 9

The business document that outlines the items to be discussed at a staff meeting is called the

- A. report.
- B. agenda.
- C. minutes.
- D. memorandum.

Question 10

Which statement describes a business that promotes an innovative culture?

- A. Staff are encouraged to have and share ideas.
- B. Staff regularly challenge management's decisions.
- C. Management is responsible for some brilliant ideas.
- D. Management studies and gathers feedback from competitors.

Question 11

As the office assistant who needs to ensure the security of a centralised filing system, you should

- A. periodically remove the archived files.
- B. give only authorised people access to the files.
- C. update confidentiality policies and procedures.
- D. regularly backup all computer files and store them off-site.

Question 12

Leader dots are used

- A. at the end of a sentence.
- B. before each item in a list.
- C. to help the eye track from one column to another.
- D. instead of numbers when listing a variety of items.

Question 13

To prevent problems from occurring with office technology, you should

- A. follow a regular maintenance program.
- B. obtain quotes for servicing the equipment.
- C. turn off all equipment at the end of each week.
- D. allow only fully qualified employees to use the technology.

Question 14

When creating a mail merge document, you need

- A. templates and tables.
- B. merging documents and files.
- C. a data source and a main document.
- D. field names and copy and paste functions.

Question 15

The practice of assigning tasks by the manager to members of a work group is known as

- A. delegating.
- B. prioritising.
- C. collaborating.
- D. problem-solving.

Question 16

The process of using discarded materials to produce new products is called

- A. recycling.
- B. recharging.
- C. reassessing.
- D. reassembling.

Question 17

Communicating and collaborating with team members are examples of

- A. technical strengths.
- B. interpersonal skills.
- C. filtering information.
- D. organisational policy.

Question 18

In a fully blocked business letter layout, the date should be typed

- A. immediately above the letterhead.
- B. two line-spacings after the salutation line.
- C. left-aligned before the inside name and address.
- D. right-aligned before the inside name and address.

Question 19

What is the appropriate complimentary close for an informal business letter?

- A. Cheers
- B. Regards
- C. Yours faithfully
- D. Yours sincerely

Question 20

Providing feedback on an employee's performance is a part of

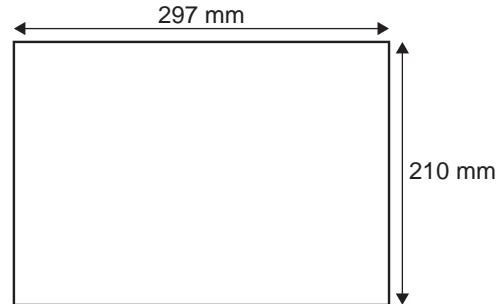
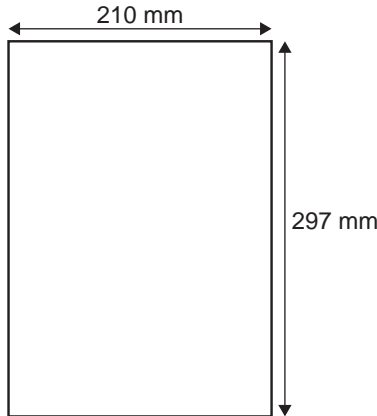
- A. regular company audits.
- B. departmental questionnaires.
- C. periodic workplace appraisals.
- D. individual employee portfolios.

SECTION B – Short answer questions

Instructions for Section B
 Answer **all** questions in the spaces provided.

Question 1

Under each diagram, write the term used to describe the orientation of the A4-sized paper.



2 marks

Question 2

Match the following terms with the correct explanation.

Write the correct number (1–6) next to the explanation in the table below.

Term

- | | |
|-----------------------|-------------------|
| 1. closed punctuation | 4. letterhead |
| 2. merging | 5. meeting notice |
| 3. minutes | 6. salutation |

Explanation	Term
printed heading on stationery	
greeting in a letter	
inserting all punctuation in a letter	
record of the entire proceedings of a meeting	
title of the group that is meeting, including date, time and venue	
combining a main document with part of a report from another document	

6 marks

Question 3

You have just started a new job as a typist/filing clerk in a large furniture store. Your supervisor's name is Lyn. One of the first things that you are shown is the procedure for filing. Lyn explains that the company operates a manual centralised filing system, using an alphabetical classification of filing for the primary files.

Documents within each file are filed chronologically and cross-referenced. Hard copies are placed in a folder in a suspension file in an upright, three-drawer filing cabinet. You are responsible for keeping the files up-to-date and for recording them in a file register. Staff files are stored electronically.

a. Select three of the terms below and briefly explain the meaning of each.

- centralised filing system
- chronological
- suspension file
- file register
- cross-referencing

Term	Explanation
1.	
2.	
3.	

6 marks

b. Give one reason for having a manual filing system and one reason for having an electronic filing system.

manual filing system

electronic filing system

2 marks



- c. The company’s filing cabinet has become full. It is difficult to file new documents and to retrieve documents that have already been filed.
Suggest two possible solutions to this problem.

1. _____

2. _____

2 marks

Question 4

How can you find out when an electronic file was last accessed or updated?

1 mark

Question 5

When searching for relevant information, it can be obtained from both primary and secondary sources.

- a. Give one example of a primary source and a secondary source of information in the table below.

Primary source of information	Secondary source of information

2 marks

- b. Explain the difference between a primary source and a secondary source of information.

2 marks

Question 6

Self-assessment allows an employee to look at the work they do, as well as the knowledge and skills that they need to get a job done.

- a. Provide **two** reasons why self-assessment is important in a work situation.

2 marks

- b. Other than self-assessment, explain **two** different ways to improve administrative skills and knowledge.

4 marks

Question 7

Describe the purpose of a performance appraisal and its importance to you as an employee.

2 marks

Question 8

You would like some feedback on your work performance.

- a. Other than a performance appraisal, identify one type of formal feedback you could receive.

1 mark

- b. Identify one type of informal feedback you could receive.

1 mark

Question 9

Select three types of software from the list below and briefly explain why each may be useful in a business.

- word processing
- desktop publishing
- internet
- email
- presentation
- spreadsheet

1. _____

2. _____

3. _____

6 marks

Question 10

Name **two** pieces of workplace technology and describe how each one can assist an office assistant in achieving work goals.

4 marks

Question 11

Define the term 'innovation'.

2 marks

Question 12

Explain how a team leader can create opportunities to maximise innovation within a team. Give **two** examples to support your explanation.

4 marks

Question 13

Give **two** examples that describe how a team can effectively organise itself and agree on ways to work innovatively.

2 marks

Question 14

To promote innovation in a team environment, team members need to continuously support and guide each other.

Describe how this can be achieved.

4 marks

Question 15

Explain how a team reflects on whether it is working innovatively together.

4 marks

Question 16

When producing business documents, you can create 'hard copies' and 'soft copies'.

What is the difference between the two terms?

2 marks

Question 17

Read the following passage and then complete the tasks below.

Sales of traditional hard copy books, including those with hard and soft covers, have been made more difficult over the last few years because of the increase in online shopping. More and more book stores are closing down as online purchasing not seems to dominate the market.

- a. Identify two errors that **would not be** picked up by a spellcheck. Write the errors and the correct words in the spaces provided below.

Error	Correction
1.	
2.	

4 marks

- b. Identify two errors that **would be** picked up by a spellcheck. Write the errors and the correct words in the spaces provided below.

Error	Correction
1.	
2.	

4 marks

Question 18

Explain the difference between backing up data and copying data.

2 marks

Question 19

You have prepared a two-page letter for your supervisor.

The last line of the last paragraph from the first page prints at the top of the second page.

Describe how you could correct this format layout error.

2 marks

Question 20

Other than the date, name three additional features of a fully blocked letter format with open punctuation.

1. _____

2. _____

3. _____

3 marks

Question 21

There is a standard line spacing between each section of a one-page business letter regardless of letter style. How many times would you press the 'enter' key to achieve the required line spacing when it is set at single spacing? Write your answers in the table below.

Section of a one-page business letter	Number of 'enters'
from the date to the inside name and address	
from the inside name and address to the salutation	
from the salutation to the body of the letter containing two paragraphs	
from the body of the letter to the complimentary closure	

4 marks