



# Victorian Certificate of Education 2013

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

## STUDENT NUMBER

Letter

Figures

Words


# VCE VET BUSINESS

## Written examination

Wednesday 13 November 2013

Reading time: 3.00 pm to 3.15 pm (15 minutes)

Writing time: 3.15 pm to 4.45 pm (1 hour 30 minutes)

## QUESTION AND ANSWER BOOK

### Structure of book

Section	Number of questions	Number of questions to be answered	Number of marks
A	20	20	20
B	18	18	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**

Which list contains only devices that would be used to input images into a report?

- A. scanner, mouse, printer
- B. scanner, keyboard, mouse
- C. digital camera, keyboard, printer
- D. numerical keyboard, memory stick, digital camera

**Question 2**

Which group of business documents should be managed using publishing software?

- A. newsletters, flyers, reports
- B. invoices, letters, shipping details
- C. payroll, price lists, employee records
- D. minutes, agendas, clients' contact details

**Question 3**

When formatting business letters, 'hyphenation' refers to

- A. grouping of several sentences.
- B. symbols that punctuate a sentence.
- C. breaking words into smaller units across lines.
- D. characters that appear smaller than the normal line of type.

**Question 4**

What procedures are followed to ensure that a product or service meets particular requirements?

- A. work plans
- B. production targets
- C. ethical business standards
- D. quality-assurance guidelines

**Question 5**

The statement, 'To reduce paper usage in the office by 10 per cent by the end of June 2014', is an example of

- A. a strategic goal.
- B. an urgent deadline.
- C. a specific objective.
- D. an operating procedure.

**Question 6**

A plan that outlines what employees might do if something goes wrong is referred to as a

- A. performance plan.
- B. contingency plan.
- C. business plan.
- D. work plan.

**Question 7**

The main role of a mentor in the workplace is to

- A. monitor resource usage.
- B. report and repair equipment faults.
- C. advise on work goals and procedures.
- D. ensure Occupational Health and Safety (OHS) policies are followed.

**Question 8**

What information would typically be found on an organisation's intranet but not on its internet site?

- A. a mission statement
- B. normal business hours
- C. current product and price lists
- D. a policy and procedures manual

**Question 9**

Which one of the following will provide employees with feedback on their work performance?

- A. codes of practice
- B. company policies
- C. workplace appraisals
- D. competency standards

**Question 10**

Creating positive energy and providing persuasive arguments within an innovative team are examples of

- A. ground rules.
- B. team needs and wants.
- C. information about team members' work.
- D. different ways in which team members may contribute.

**Question 11**

Behaviours that support innovation within a team include being

- A. collaborative, equitable and fun.
- B. hardworking, fair and dominating.
- C. dominating, reflective and responsible.
- D. sympathetic, supportive and submissive.

**Question 12**

‘But this is how we have always done it.’

What is implied by a team member who makes this statement?

- A. They have competing priorities.
- B. They have resource constraints.
- C. They are experiencing time pressures.
- D. They have problems breaking old habits.

**Question 13**

When working innovatively, ground rules are developed to assist

- A. working styles.
- B. technical expertise.
- C. team collaboration.
- D. other organisations.

**Question 14**

Which Act allows clients to request their personal records from an organisation?

- A. Information Privacy
- B. Equal Opportunity
- C. Work Health and Safety
- D. Occupational Health and Safety

**Question 15**

How can you ensure that a telephone call from a client is understood by both of you?

- A. Answer the questions courteously.
- B. Rephrase and clarify the conversation.
- C. Follow the protocol for telephone use.
- D. Record the conversation electronically.

**Question 16**

The main reason for the secondary storage of electronic data is to

- A. comply with copyright laws.
- B. separate active files from inactive files.
- C. create more space in the office or filing area.
- D. encourage the use of a paper-based filing system.

**Question 17**

# Innovation<sup>+</sup>

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2 November 2013

The Manager

Find a Solution

222 Front Row

Villero Vic 3777

Dear Sir

Thank you for your recent telephone enquiry regarding our 2014 Innovative Leadership Program.

As requested, we are sending a copy of our newsletter, which gives full details of the content of our program, as well as the dates and times these sessions are available, the venues at which the training can be undertaken and the full costs involved.

Please let us know if you would like to speak personally with one of our Innovative Development Consultants. We will be happy to arrange an appointment for a team member to meet with you. This can be arranged by telephoning 1234 5678 or by emailing 1234@5678.

Yours faithfully

Holly de Little

Office Manager

Encl.

What is the style that is used in this business letter?

- A. fully blocked, open punctuation
- B. fully blocked, closed punctuation
- C. semi-blocked, open punctuation
- D. semi-blocked, closed punctuation

**Question 18**

The integrity of a filing system is maintained by

- A. archiving active files.
- B. regularly updating the files.
- C. ensuring that all files are electronically saved.
- D. colour-coding the suspension folders to identify different files.

**Question 19**

An Australia-wide company is preparing its annual financial report.

Which classification system should be used to compare information between the states?

- A. alphabetical
- B. geographical
- C. chronological
- D. numerical

**Question 20**

When collecting feedback from customers, what type of skills would be most relevant?

- A. collaboration
- B. communication
- C. consultation
- D. networking

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

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

**Question 1** (8 marks)

On 18 November, Arthur Lee wrote the following receipt for Mr Brendan McMahon, who had hired a car, registration number BAE 567. Mr McMahon paid \$250.50 by cheque, to add to his \$500.00 cash deposit that had been paid earlier.

<b>Car Rental Receipt</b>											
<b>Date:</b> 18 / 10 / 2013	<b>Receipt no.</b> 123										
<b>Received from (name):</b> Mr Brendan McMahon											
<b>(address):</b> 2/34 High Street, Applevale, Vic 3080											
<b>Amount:</b> Two hundred and fifty dollars and fifty cents											
<b>Method:</b>											
[ * ] cash											
[ ] cheque											
[ ] card											
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="width: 60%;"><b>Registration no.</b></td> <td style="text-align: center;">BEA 567</td> </tr> <tr> <td><b>Odometer (start)</b></td> <td style="text-align: center;">14 500 km</td> </tr> <tr> <td><b>Odometer (end)</b></td> <td style="text-align: center;">15 652 km</td> </tr> <tr> <td><b>Deposit paid</b></td> <td style="text-align: center;">\$ 500.00</td> </tr> <tr> <td><b>Total payment</b></td> <td style="text-align: center;">\$ 755.00</td> </tr> </tbody> </table>	<b>Registration no.</b>	BEA 567	<b>Odometer (start)</b>	14 500 km	<b>Odometer (end)</b>	15 652 km	<b>Deposit paid</b>	\$ 500.00	<b>Total payment</b>	\$ 755.00
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<b>Deposit paid</b>	\$ 500.00										
<b>Total payment</b>	\$ 755.00										
<b>Received by:</b> Arthur Lee											

Arthur showed the receipt to the office manager for final approval. The office manager asked Arthur to proofread the document before giving it to Mr McMahon.

a. Identify **four** mistakes by circling them on the receipt above. 4 marks

b. Finding mistakes is one reason for proofreading business documents.

Give **one** other reason.

1 mark

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c. Give **three** examples of what could happen to the business if the errors are not corrected.

3 marks

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**Question 2** (2 marks)

In your communication with clients, when would it be appropriate to use an email and when would you use a business letter?

email

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business letter

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**Question 3** (4 marks)

In the table below, list four parts of a letter and explain the function of each.

<b>Part</b>	<b>Function</b>



**Question 4** (6 marks)

Describe each of the following functions and provide an example of its use.

- columns \_\_\_\_\_  
\_\_\_\_\_

example \_\_\_\_\_

- footers \_\_\_\_\_  
\_\_\_\_\_

example \_\_\_\_\_

- merging \_\_\_\_\_  
\_\_\_\_\_

example \_\_\_\_\_

**Question 5** (4 marks)

A standard business report consists of the following parts.

- cover sheet
- table of contents
- abstract or executive summary
- introduction
- body of report
- conclusion
- recommendations
- bibliography
- appendices

Select four of these parts and explain the purpose of each.

Part	Purpose

**Question 6** (3 marks)

Your task is to create a monthly product price list that will be distributed to the company's interstate offices and will need to contain images, tables and text.

- a. Suggest an appropriate software package to create the product price list. 1 mark

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- b. Explain your choice of software package given in **part a.** and the appropriate technology required to produce and distribute the product price list. 2 marks

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**Question 7** (1 mark)

What software application could you use to create a web page for a company?

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**Question 8** (2 marks)

Give **two** reasons why a business should develop workplace health and safety procedures.

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**Question 9** (2 marks)

Electronic files can be stored in various locations, including shared directories.

- a. What is a shared directory? 1 mark

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- b. What is **one** advantage of having a shared directory? 1 mark

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**Question 10** (4 marks)

a. Identify **two** techniques that are involved in goal setting.

2 marks

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b. List **two** factors that need to be considered when preparing a work plan.

2 marks

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**Question 11** (3 marks)

An administrative assistant should have knowledge of key legislative requirements in order to complete their tasks effectively. These requirements are set out in laws and guidelines covering areas such as

- privacy
- codes of practice
- ethical principles
- anti-discrimination
- occupational health and safety.

Select three of the areas listed above and explain why it is important to have knowledge of these.

Area	Explanation

**Question 12** (5 marks)

KPIs can be developed to help determine how effectively a staff member deals with customers' enquiries.

- a. What does KPI stand for? 1 mark

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- b. Suggest **two** KPIs that could be used to measure a staff member's effectiveness when dealing with customers. 2 marks

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- c. Explain how results of **one** of the KPIs identified in **part b.** could be used to assist a staff member with administrative work. 2 marks

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**Question 13** (3 marks)

Stress is a major issue in many workplaces. It may affect employees in different ways.

- a. Identify **one** common source of stress in an office environment. 1 mark

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- b. Describe **two** signs of stress that an office manager may notice among staff. 2 marks

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**Question 14** (2 marks)

Apart from equipment breakdown, list **two** factors that could affect the timely completion of workplace tasks.

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**Question 15** (6 marks)

Collecting relevant information is an important task in any business.

- a. Other than surveys, questionnaires and the use of the internet, identify **two** sources of primary data. 2 marks

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- b. Explain how the internet can be used to collect sources of primary data. 2 marks

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- c. What are **two** ways in which you can ensure the reliability of the information that you collect? 2 marks

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**Question 16** (2 marks)

Why is it important for staff to follow security and confidentiality protocols? Give **two** reasons.

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**Question 17** (4 marks)

- a. What are **two** ways in which you can ensure that paper-based filing systems are always up-to-date and easily accessed? 2 marks

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- b. Your organisation is moving towards a paperless office. Outline **two** ways of achieving this. 2 marks

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**Question 18** (19 marks)

A medium-sized car rental company trebled its turnover in three years. The company developed a new range of products and services, which was promoted through its website.

The company realised that it would need to constantly innovate to continue to grow in this very competitive industry. The managers discussed this with the staff and, together, they decided to hold weekly team meetings where the staff would be able to share their ideas for implementing innovative processes.

Each idea was voted on by the staff against a set of criteria and the ideas were presented at the monthly managers' meeting. The managers commented on the positive group dynamics and provided feedback to the staff on what they believed would and would not work. The staff were allowed to experiment with that month's chosen idea before the company committed too much money towards the final suggestion. By doing this, the managers encouraged personal ownership of ideas and promoted a sense of self-worth to the staff member whose idea was selected. The managers listened to the staff and the staff, following the managers' example, actively listened to and supported each other.

After attending conferences, and checking industry journals and websites, the managers held training sessions during working hours for the staff so that they could pass on the latest ideas.

As the company developed, the staff knew that if they identified a problem area, the managers would listen to their ideas and advice. Staff also knew that poor work behaviour would not be tolerated.

Together, the management and staff were able to build an inspiring workplace based on trust and the sharing of ideas, with everyone feeling valued. All staff knew that their innovative suggestions would be heard, and each and every one of them felt they had made a difference in helping the company to grow and be more profitable.

- a.** Identify **two** ways in which the company promoted innovation among its staff. 2 marks

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- b.** What does 'group dynamics' mean and why is it important when promoting innovation in a team? 4 marks

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- c. Give **three** examples of how the managers inspired the staff to work effectively. 3 marks

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- d. Explain what could have hindered innovation in the team. 3 marks

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- e. Give **two** examples of how staff were provided with ongoing support and guidance to become innovative in the workplace. 2 marks

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f. Explain how the managers encouraged the staff to reflect on the ways in which they worked together.

3 marks

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g. Give **two** ways in which staff could be rewarded for innovative practices.

2 marks

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