



2009 VCE VET Business Administration GA 2: Written examination

GENERAL COMMENTS

The 2009 examination was based on a case study and consisted of a range of practical questions requiring short answers. Examination results reflect the effort expended by students in preparing for the examination. Those who had prepared well achieved good results.

As in previous years, students need to be reminded to read questions thoroughly before attempting to respond as their responses should demonstrate their ability to read, comprehend and articulate their answers. Students and teachers are reminded that jargon and slang are not acceptable in business communication, nor in an examination.

The following approaches were used in allocating marks:

- if a question asked for a number of examples or reasons to be given and a student gave more than was required and no answers had been crossed out, only the required number of answers were considered. For example, if three responses were required and five responses were given, only the first three responses were assessed
- if contradictory answers were given, marks were not awarded
- responses that did not address the subject of the question were not given any marks.

Students, teachers and trainers should also take note of the following information.

- The question must not be repeated in the answer.
- Student responses should be brief and to the point. The space provided and the marks allocated should be used as a guide to the length of the answer required.
- Students should clearly indicate on the examination paper beside the question if they are continuing their response(s) on the back page of the examination book or in a supplementary script book.

SPECIFIC INFORMATION

For each question, an outline answer (or answers) is provided. In some cases the answer given is not the only answer that could have been awarded marks.

Questions 1 and 2

Marks	0	1	2	3	Average
%	6	21	39	33	2

Question 1

One of:

- to ensure that work tasks are completed on time
- to meet deadlines
- to ensure urgent tasks are completed before less important tasks
- to ensure tasks are in order of importance.

Most students responded well to this question.

Question 2

Two of:

- contains details of how various tasks are to be carried out
- how specific documents are to be set out
- tasks are consistent/uniform
- reference manual for training purposes.

Most students responded well to this question.

Question 3a.

Marks	0	1	2	3	Average
%	3	12	39	45	2.3

2009 Assessment Report



3a.

Three of:

- answer the phone promptly
- greet customers/visitors pleasantly and promptly
- know which department each employee is in and where they are at any given time
- keep track of work completed by her office staff
- be available for advice/help if requested by any member of her staff
- carry out regular appraisals of her office staff
- organise mail
- provide information to customer(s).

Most students responded well to this question.

3b.

Marks	0	1	2	3	Average
%	2	7	44	46	2.4

- check voice mail and emails
- check the manager's diary
- distribute mail

Most students responded well to this question.

Questions 4 and 5

Marks	0	1	2	3	4	Average
%	12	22	33	26	6	2

Question 4

To organise a successful, smoothly run meeting

This question was not well answered. Students provided skills and tasks rather than goals.

Question 5

Three of:

- listening
- questioning
- asking for feedback
- body language
- clarifying
- paraphrasing.

This question was not well answered.

Question 6a-b.

Marks	0	1	2	3	4	Average
%	30	37	14	15	3	1.3

6a.

Electronic

One of:

- takes up less space
- easier to access and amend.

Manual

One of:

- much correspondence is received in hard copy, so a manual system is necessary
- hard copy documents are often needed as evidence of discussions or agreement

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- legal requirements/auditing purposes.

Answers needed to be specific. For example, 'can be secured safely with passwords' is a feature, not the reason for its existence.

This question was not well answered. Students' responses indicated a lack of knowledge in this area.

6b.

Centralised: all company records are in one location

Decentralised

One of:

- specific company records distributed throughout the departments
- different locations
- different areas.

This question was poorly answered. Students' responses indicated a lack of knowledge of filing systems, procedures and processes.

Question 7a-b.

Marks	0	1	2	3	4	5	Average
%	17	38	27	11	4	3	1.6

7a.

Chronological

7b.

- Action Sports Gym (The)
- Saint Martha's Bakery
- Stevenson, Max
- 30 Mix Club
- Williams, Mary

Students' responses suggested a lack of study in this area. This is a very important component of the VCE VET Business Administration program and was obviously not understood by students.

Question 8a-b.

Marks	0	1	2	3	Average
%	11	35	33	21	1.7

Most students responded well to Question 8a. but did not respond well to Question 8b., suggesting a lack of knowledge of standard business filing procedures.

8a.

Two of:

- if she is uncertain about destroying any particular files she must check with Tiani/supervisor
- decide which documents need shredding
- shred any documents that may contain confidential information
- follow organisational procedures
- legal requirements
- the age of the document.

8b.

Archiving

Question 9a.

Marks	0	1	2	3	4	Average
%	5	19	18	15	43	2.7

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Assessment
Report**



9a.

WAYVILLE BANK		DEPOSIT SLIP		11 November 2009	
Silverstream Branch					
The sum of ten thousand two hundred and sixty-three dollars and fifty-nine cents.		Notes	4230	00	
		Coins	134	90	
		TOTAL	4364	90	
		Credit cards	5228	27	
		Cheques	670	42	
		TOTAL	10263	59	
		Teller		No. of items	
Paid in by Jin Ling					
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

Students who understood the process answered appropriately. Students and teachers should note that cents must be shown otherwise the answer is incorrect.

9b.

Marks	0	1	2	3	4	5	6	7	Average
%	1	1	3	12	39	9	13	21	

2009 Assessment Report



Cheque No. 23655		
Date	11 November 2009	
To	Sterling Bros	
For	Embroidery cotton	
	\$	c
Balance b/f	37 120	00
Deposits	10 263	59
Balance	47 383	59
This cheque	4942	84
Balance	42 440	75

Students who understood the process answered this question well. Students should know how to carry forward a balance, add deposits, adjust the balance, add the cheque amount and calculate the new balance. This is a simple banking procedure and is part of the overall financial banking process.

9c.

Marks	0	1	2	3	4	5	Average
%	24	13	18	15	3	27	2.4

Item	Cost of goods \$	GST \$	Total \$
a. Variety of beads, \$528.00 including GST	\$480.00	\$48.00	\$528.00
b. 12 plain aprons @ \$24 each – add GST	\$288.00	\$28.80	\$316.80

Most students answered this question satisfactorily.

Question 10

Marks	0	1	2	3	4	5	6	Average
%	20	10	19	13	11	10	17	2.9

1. Purchase requisition
2. Purchase order
3. Delivery docket
4. Invoice
5. Adjustment Note
6. Cheque
7. Receipt

Very poor responses were received to this question. This indicates that students have a general lack of knowledge of the processing order of financial business documents.

Question 11

Marks	0	1	2	3	4	5	6	7	8	9	10	11	12	Average
%	1	0	1	4	7	5	4	6	6	11	10	21	24	9

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SARL CRAFT LIMITED
18 Heather Road
GEELONG VIC 3220

ABN 144 180 595

Date: 8 October 2009

Delivery to:

Zip Craft Shop
214 Frances Place
GEELONG VIC 3220

TAX INVOICE

Invoice No. 1A2B3C

OrderNo: 4322

Code	Qty	Description	Rate	Total
BMC621	3	Board Mount Cutters	\$300.00	\$900.00
CPB542	4	1 litre Chromacryl craft paint – Blue	\$20.00	\$80.00
CPR544	4	1 litre Chromacryl craft paint – Red	\$20.00	\$80.00
CAN742	6	Canvas (508 cm x 609 cm)	\$13.00	\$78.00
<i>Checked correct:</i>			Goods Total excl GST	\$1138.00
			GST	\$113.80
			Freight	\$25.00
			Invoice Total	\$1276.80
Terms: 5% Discount for payment within 30 days				

In the Description, if figures were correct and paint had been described as Chromacryl with the colour included (for example, Chromacryl paint – Red), this was allowed.

Students who prepared well were able to complete the document satisfactorily. However, many students appeared to be guessing the answers. GST was calculated inaccurately in some cases. Some students did not pay attention to detail and missed out on marks, for example, giving the incorrect date, partly supplying or omitting the delivery address or supplying incorrect codes.

Question 12

Marks	0	1	2	3	4	5	6	7	8	9	Average
%	1	1	2	2	3	16	17	18	25	14	6.6

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SARL CRAFT LTD				
18 Heather Road				
GEEELONG VIC 3220				
ABN 144A180B595		CREDIT/ADJUSTMENT NOTE		
Date:	10 October 2009	Credit Note No. CN456		
Order No:	4322	Invoice No. 1A2B3C		
For:	Zip Craft Shop 214 Frances Place GEEELONG VIC 3220			
Code	Qty	Description	Price	Total
CPG543	4	1 litre Chromacryl craft paint – Green	\$20.00	\$80.00
			GST	\$8.00
			Total	\$88.00
Returned: Reason: Incorrect Colour; incorrect product supplied (either accepted)				

Students who prepared well were able to complete the document satisfactorily. In general, students' responses to the financial business questions indicate that they would benefit from more practice with financial business documents.

Question 13a-b.

Marks	0	1	2	Average
%	35	29	36	1

A third of students were able to provide the correct answers to Questions 13a. and 13b.

13a.

Fields

13b.

Records

13c.

Marks	0	1	2	Average
%	36	28	36	1

One of (with an example):

- separates data items
- makes it easier to select specific information
- allows for more detail
- easy access for information with queries.

2009 Assessment Report



Suggested example

- a postcode to distinguish it from the rest of the address
- to distinguish/separate first name/last name
- to distinguish/separate street address/city

A third of students were able to provide the correct answers. Most students did not provide an example to support their response.

13di-ii.

Marks	0	1	2	Average
%	49	23	28	0.8

This question was not well answered.

13di.

One of:

- employee number
- personal ID number or ID
- stock number.

13dii.

Primary key

13e.

Marks	0	1	2	3	Average
%	33	15	17	35	1.5

- short (day/month/year: 14/06/09)
- medium (19 Nov 09)
- long (Thursday, 19 November 2009)

Generally, students were able to provide an example for two out of the three date formats required.

Question 14

Marks	0	1	2	3	4	5	6	Average
%	22	21	17	17	9	8	6	2.2

Field Name	Data Type
First name	Text
Surname	Text
Address 1	Text
Suburb	Text
Postcode	Text
Allergies	Yes/No
Telephone No.	Text
Salary	Currency
Date of birth	Date/Time

Any order was accepted. Students' responses continue to indicate poor understanding of data types and little knowledge of databases in general.

Question 15a-b.

Marks	0	1	2	Average
%	23	66	11	0.9

15a.

All parts of the letter start at the left side of the page.

2009 Assessment Report



Students answered this question well.

15b.

One of:

- for speed – it is quicker
- punctuation is only required for understanding in the body of the letter. It is not needed in other parts of the letter.

Responses to this question were very poor.

Question 15ci-ii.

Marks	0	1	2	Average
%	20	26	54	1.4

Students answered this question well.

15ci.

Enclose/enclosed/enclosure

15cii.

One of:

- reminds the person preparing the letter for mailing that another document or documents must be included with the letter
- alerts the receiver that there should be an enclosure with the letter.

Question 16a-b.

Marks	0	1	2	Average
%	22	34	44	1.2

Most students answered this question well.

16a.

Mail merge

16b.

One of:

- merging (preferred answer)
- merge
- embed
- import
- copy and paste
- **not** merged document (this is the outcome, not the process).

Question 17ai-iii.

Marks	0	1	2	3	4	5	Average
%	5	10	15	29	18	23	3.1

Most students answered this question well.

17ai.

Meeting Notice – the title of the group that is meeting, the date, time and venue of meeting

17aii.

The Agenda – a list of all the business to be conducted at the meeting, in the order it will be dealt with

17aiii.

Minutes of the previous meeting – who was present at the meeting, apologies from those absent, details of all reports and discussions at the meeting in the order that they occurred and the date and time of the next meeting

2009 Assessment Report



17b.

Marks	0	1	2	3	Average
%	6	9	32	53	2.3

Three of:

- previous documents filed in the folder
- procedures manual
- supervisor (Tiani)
- office colleague
- notes taken in training
- templates.

Most students answered this question well.

Question 18

Marks	0	1	2	3	4	5	6	7	8	9	10	Average
%	1	1	0	1	1	3	6	9	16	38	25	8.4

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 **bold/italics** or **italics/bold** function. When Tiani had completed her reports she wanted to send them to each staff member immediately but separately. Tiani did this electronically by **email**. As well as sending this **soft** copy, she also prepared a **hard** 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 **software** programs enable her to carry out different processes. Most documents are printed in **portrait** layout, but when she prints many of her spreadsheets, as they have a large number of columns, she needs to change the layout to **landscape**.

The most common computer input device used in the office is the **keyboard**. All the 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 **print preview** function.

This question was generally well answered.

Question 19a.

Marks	0	1	2	3	Average
%	13	34	33	21	1.6

One of:

- to use appropriate language for the audience
- to use relevant information
- to make it easy to read and understand
- decreases amount of time wasted.

Students who understood the purpose of a document and its intended audience responded well to this question. However, few students were able to adequately explain the importance of purpose and audience.

Question 19b.

Marks	0	1	2	3	Average
%	4	6	22	69	2.6

Three of:

- fonts, bold and italics
- header and footers
- borders
- shading
- columns
- text boxes
- inserting pictures or graphs
- bullet points

2009 Assessment Report



- paper orientation
- alignment
- line spacing
- character spacing
- different spacing
- headings.

This question was well answered by most students.

Question 20

Marks	0	1	2	3	4	5	Average
%	7	6	13	20	25	29	3.4

Five of:

- good lighting (preferably natural lighting)
- light not shining on the computer screen
- no loud noises to interrupt work
- footrests
- document holders
- exercise breaks
- heating/cooling adjusted to a comfortable temperature
- ensure all equipment is adjustable and is adjusted to a comfortable height
- vary the tasks
- ensure workstation is set up correctly
- all equipment is used correctly
- regular maintenance is carried out on all equipment
- all cords are tucked away so nobody trips over them
- power points are not overloaded
- heaters and air conditioners are checked regularly and cleaned so dust is not circulated in the office
- well-ventilated room
- anti-glare screen
- appropriate signage
- equipment within reach.

There were many good responses to this question.