



SUPERVISOR TO ATTACH PROCESSING LABEL HERE

**Victorian Certificate of Education
2002**

STUDENT NUMBER

Letter

Figures										
Words										

**VCE VET BUSINESS
(OFFICE ADMINISTRATION)**

Written examination

Friday 1 November 2002

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

<i>Number of questions</i>	<i>Number of questions to be answered</i>	<i>Number of marks</i>
26	26	114

- Students are permitted to bring into the examination room: pens, pencils, highlighters, erasers, sharpeners, rulers, an approved graphics calculator (memory cleared) and/or 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 19 pages.

Instructions

- Write your **student number** in the space provided above on this page.
- All written responses must be in English.

Students are NOT permitted to bring mobile phones and/or any other electronic communication devices into the examination room.

Question 1

- a. List **three** responsibilities that members of a team share when working on a project.

3 marks

- b. Provide **one** overall reason why these responsibilities are important for efficient and effective teamwork.

1 mark

Question 2

You are the Finance Department representative on a team that is planning an induction program for ten new sales representatives. The induction program will be held in four weeks.

The team also includes representatives from the Marketing, Sales and Human Resource departments of your organisation.

The team wishes to hold the program at a location close to the office. The program is to include one-hour presentations (Powerpoint and video) from the managers of each department. The General Manager will open proceedings. The team needs to request a guest speaker from the Sales Institute to present the keynote address, 'Ethics in Sales'.

The program will be held from 9.00 am to 4.30 pm. Information kits will be provided upon registration. The plans and budgeted costing for this project will need to be approved by the General Manager two weeks prior to the event.

- a. List **four** tasks that the team will need to undertake in order to complete this project.

4 marks

- b. List **two** ways the team might inform the department managers of its progress.

2 marks

Question 2 – continued

- c. At the end of the second week, one of the members has not performed any of the tasks for which they are responsible.

Describe **two** actions you could take to deal with this situation. Explain why each action would be appropriate.

action 1 _____

explanation _____

action 2 _____

explanation _____

2 + 2 = 4 marks

- d. Describe **three** ways in which teamwork could increase the success of the induction program.

3 marks

Question 3

When your manager gives you work to do, list **three** pieces of information you must obtain from your manager in order to successfully complete the required work.

3 marks

TURN OVER

Question 4

Define the following terms.

- i. work goal

- ii. work task

2 marks

Question 5

Work scheduling is used when trying to achieve the work goals of the organisation. List **two** important components of a work schedule and explain why each one is important.

4 marks

Question 6

Cindy works for the Department Manager. She is unable to keep to her work schedule because she is constantly being asked to do work at short notice for other people in the office. What are **two** things she could do to cope with this situation?

2 marks

Question 7

- a. From the list below, tick the **three** tasks that should be completed first at the commencement of the working day.

Task	Tick
1. Check Manager's diary	
2. Attend to routine filing	
3. Deposit today's takings in the bank	
4. Make yourself a cup of coffee	
5. Prepare overhead transparencies for a conference later in the month	
6. Confirm luncheon arrangements for today's staff luncheon	
7. Retrieve and process messages from the answering machine	

3 marks

- b. Choose **one** task you did not select in a. and explain why it can be given a lower priority.

Task number	Reason for low priority

1 mark

Question 8

- a. How much GST has been paid on a TV set, when the total price paid was \$599.00?

- A. \$59.90
 B. \$54.45
 C. \$59.00

1 mark

- b. What would be the total price of a jacket if the price before GST was \$85.00?

- A. \$93.50
 B. \$76.50
 C. \$92.73

1 mark

Question 9

You are working for Office Décor Pty Ltd. You receive the following telephone messages and memo. Use the information in the telephone messages, memo, customer record card and price list to prepare the necessary financial documents (i.–v.) on pages 8–10.

MESSAGES AND MEMO**Telephone message**

For:	James Bean	Department:	Sales
From:	Sandra Bull	Position:	Purchasing Officer
Organisation:	Bayview Enterprises	Phone:	9786 5655
Date:	1 November 2002	Time:	2.00 pm
Subject:	Order No 899		

Message: *Please supply the following goods as per price list as soon as possible.
8 office chairs (model GF456)
1 computer desk (model T80142)*

Telephone message

For:	James Bean	Department:	Sales
From:	Sandra Bull	Position:	Purchasing Officer
Organisation:	Bayview Enterprises	Phone:	9786 5655
Date:	6 November 2002	Time:	9.00 am
Subject:	Order No 899		

Message: *Please issue an adjustment/credit note for the two faulty chairs supplied against Order 899. The chairs were returned by courier yesterday and we understand that you do not have replacements available.*

Telephone message

For:	Nicole Kittle	Department:	Accounts Receivable
From:	Claire Carter	Position:	Accounts Payable
Organisation:	Bayview Enterprises	Phone:	9786 5654
Date:	21 November 2002	Time:	12.30 pm
Subject:	Statement of Account		

Message: *Please send a statement of account for November.*

Memorandum

To:	Accounts Clerk
From:	Bob Saunderson, Manager
Date:	12 November 2002
Subject:	Financial documents

Message: *Please prepare documents to record the following transactions, ready for my signature. A cheque to pay Brentwood Holdings for amount due to them \$1 240. A receipt to record Bayview Enterprises payment to us of \$660 (by cheque) to settle their account.*

Question 9 – continued

CUSTOMER RECORD CARD

Customer Record Card			
Organisation:	Bayview Enterprises	Account Number:	NW234
Phone:	9876 5655	Fax:	9786 5656
Address:	12 Main Road, KNOXFIELD VIC 3180		
Email:	bayview@netaus.au		
Contact:	Jim Bean, Sales		
Balance outstanding:	\$660.00		
Comments:	<i>Credit limit \$25 000</i>		

PRICE LIST

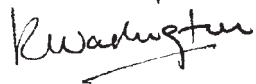
Office Décor Pty Ltd ABN 333 234 111 342 Valley Road (PO Box 2307) PRESTON VIC 3072		
PRICE LIST		
Stock Number	Item	Cost \$
M1234	Chair	290.00
GF456	Chair	250.00
T80136	Computer desk	1 350.00
T80142	Computer desk	1 200.00
WR98	Wrist rest	67.00
GST of 10% is to be added to the amounts shown above.		

i.

Office Décor Pty Ltd (ABN 333 234 111) 342 Valley Road (PO Box 2307) PRESTON VIC 3072					
TAX INVOICE					
Sold to: Bayview Enterprises 12 Main Road KNOXFIELD VIC 3180			Tax invoice no: <u>TI-11223</u> Date: _____ Your order no: _____		
Particulars	Quantity	Rate	Amount	GST	Total
TOTAL INVOICE AMOUNT					

5 marks

ii.

Office Décor Pty Ltd (ABN 333 234 111) 342 Valley Road (PO Box 2307) PRESTON VIC 3072					
ADJUSTMENT NOTE					
Credit: Bayview Enterprises 12 Main Road KNOXFIELD VIC 3180			Adjustment no: <u>AN-345</u> Date: _____ Tax invoice no: _____		
Particulars	Quantity	Rate	Amount	GST	Total
TOTAL ADJUSTMENT AMOUNT					
AUTHORISED: 					

3 marks

iii.

Office Décor Pty Ltd (ABN 333 234 111) 342 Valley Road (PO Box 2307) PRESTON VIC 3072					
STATEMENT OF ACCOUNT for the month of _____					
DR: Bayview Enterprises 12 Main Road KNOXFIELD VIC 3180					
Date	Ref.	Particulars	Debits	Credits	Balance
E&OE					

5 marks

iv.

<p>RECEIPT ABN 333 234 111</p>	<p>Office Décor Pty Ltd 342 Valley Road PRESTON VIC 3072 PO Box 2307 PRESTON VIC 3072</p>
<p>Received from: _____</p>	<p>Receipt No: GA/456</p>
<p>Amount: _____</p>	<p>Date: _____</p>
<p>_____</p>	
<p>Being for: _____</p>	
<p>_____</p>	
<p>Amount: \$ _____</p>	<p>Cash/cheque</p>
<p>Discount: \$ - _____</p>	<p>Signed: _____</p>

5 marks

v.

<p><i>Date:</i> _____</p> <p><i>To:</i> _____</p> <p><i>For:</i> _____</p>	<p>Austar Bank Preston Branch</p> <p style="text-align: right;">Date: _____</p>																		
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;"></th> <th style="width: 15%; text-align: center;">\$</th> <th style="width: 15%; text-align: center;">c</th> </tr> </thead> <tbody> <tr> <td><i>Balance</i></td> <td style="text-align: center;">156 890</td> <td style="text-align: center;">00</td> </tr> <tr> <td><i>Deposits</i></td> <td style="text-align: center;">2 000</td> <td style="text-align: center;">00</td> </tr> <tr> <td><i>Balance</i></td> <td></td> <td></td> </tr> <tr> <td><i>This Cheque</i></td> <td></td> <td></td> </tr> <tr> <td><i>Balance</i></td> <td></td> <td></td> </tr> </tbody> </table>		\$	c	<i>Balance</i>	156 890	00	<i>Deposits</i>	2 000	00	<i>Balance</i>			<i>This Cheque</i>			<i>Balance</i>			<p>Pay: _____ or bearer</p> <p>The sum of: _____ \$ _____</p> <p>_____</p> <p>_____</p> <p style="text-align: right;">Office Décor Pty Ltd</p>
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<i>This Cheque</i>																			
<i>Balance</i>																			
<p> 491311 </p>	<p> 491311 063 00 1016 </p>																		

4 marks

Question 10

Roberto Loricco collected the following money for charity, which he was asked to deposit in the Hometown Bank, Account No 3214-345654, in the name of Elderlycare.

\$20.00 notes × 10

\$10.00 notes × 15

\$2.00 coins × 25

0.50 cent coins × 27

0.20 cent coins × 19

0.05 cent coins × 49

Complete the bank deposit slip below.

Hometown Bank					Deposit Slip	
Date:					Account No:	
Name:						
					\$	c
Drawer	Bank	Branch	\$	c	Notes	
					Coins	
					Total Cash	
					Cheques	
					Total Deposits	

7 marks

TURN OVER

Question 11

List **three** things you must check to ensure correct posture when sitting at a computer.

3 marks

Question 12

What are **two** benefits of sitting properly at the computer?

2 marks

Question 13

Read the following passage and then answer the questions below.

Roger tryed very hard too get his assingment in on
time and his teacher was not willing to accept it
later that the due date.

- a. Identify **two** errors that **would not** be picked up by a computer spell check, by writing the errors in the spaces provided. Write the correction for the words in the spaces provided.

	Error	Correction
1		
2		

2 + 2 = 4 marks

- b. Identify **two** errors that **would** be picked up by a computer spell check, by writing the errors in the spaces provided. Write the correction for the words in the spaces provided.

	Error	Correction
1		
2		

2 + 2 = 4 marks

Question 14

What is the difference between a *sans serif* and a *serif* typeface?

1 mark

TURN OVER

Question 15

Most documents have text enhancements such as bolding, italics, different fonts and sizes, as in the document below. Refer to this document when answering the questions on page 15.

Sandringham Elementary School

Gala Fete

SATURDAY 30 NOVEMBER 2002

School Grounds

Codrington Street, Sandringham

Stalls

White Elephant
Books
Haberdashery
Plants

Rides

Jumping Castle
Camel
Pony
Go-Karts

Many more treats to tempt you on the day!

- a. Select **one** appropriate use of text enhancement and one inappropriate use of text enhancement.

appropriate use _____

inappropriate use _____

2 marks

- b. State why the selected enhancement was appropriate.

1 mark

- c. State why the selected enhancement was inappropriate.

1 mark

Question 16

Hani has just taken an administrative position in a local real estate office that has just opened for business in Sandringham. The business will be handling sales and rentals of commercial and domestic properties in Sandringham and surrounding areas. Properties include offices, houses, businesses, flats, units, factories and warehouses, in the suburbs of Sandringham, Highett, Black Rock, Beaumaris, Cheltenham and Moorabbin. He needs to set up an appropriate filing system using filing classifications that best suit this type of organisation.

- a. What combination of filing classifications would best suit this real estate organisation?

2 marks

- b. Explain why you have suggested this combination.

1 mark

TURN OVER

Question 17

Place the following **three** pieces of equipment alongside their appropriate definition. Use each piece of equipment only once.

- A. Rotary file
- B. Flat box
- C. Tickler files

Equipment	Definition
	A file with a lid and a metal holder to store papers securely.
	Large shallow drawers where large documents are stored flat.
	A round revolving metal storage container where cards are filed.
	Usually a small plastic box that is divided with cardboard partitions where reminders are stored.
	Usually two-drawer, three-drawer or four-drawer metal storage cabinets. Files are suspended and information is stored vertically in folders.

3 marks

Question 18

Why would an organisation keep both a manual and an electronic filing system?

2 marks

Question 19

You work as an administrative assistant in a large organisation. You are going on holiday and a replacement person will need to operate the office photocopier while you are away.

What **two** pieces of information, which relate to occupational health and safety issues, should you pass on to your replacement about operating the photocopier? Give reasons for your answers.

4 marks

Question 20

What is the purpose of copyright legislation?

2 marks

Question 21

Name **two** types of intellectual property that are protected by copyright.

2 marks

Question 22

You are planning an information session to introduce your company's new occupational health and safety policy to your staff. There will be a presentation and distribution of printed materials.

- a. Identify **two** advanced features of your office equipment that you might use in the preparation of your presentation session.

2 marks

- b. Explain how these **two** advanced features would assist in the preparation for the session.

2 marks

TURN OVER

Question 23

A new telephone answering system has been installed in your office. Describe **two** tasks you need to perform to ensure that the system is ready for use.

2 marks

Question 24

Explain the difference between **deleting** and **archiving** with regard to computer files.

2 marks

Question 25

What procedures would you follow in order to archive an electronic file?

3 marks

Question 26

You are working for a commercial training company. You provide training to many different organisations. A new client, Singh Computers, has requested training from your company. They require computer training including word processing, spreadsheet, database and desktop publishing. They also require training in administrative functions including telephone techniques, managing the mail and filing.

Funding for the required training will come from two different sources: client funded and government funded.

Design a **four** level electronic filing structure to be used by your company to store information relating to training for Singh Computers.

Name the first level **Singh Computers**, and then add **three** more levels.

Use the space provided below.

6 marks