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INDUSTRY AND ENTERPRISE

Written examination

Tuesday 31 October 2023

Reading time: 11.45 am to 12.00 noon (15 minutes)

Writing time: 12.00 noon to 2.00 pm (2 hours)

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>
7	7	70

- 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 correction fluid/tape.
- No calculator is allowed in this examination.

Materials supplied

- Question and answer book of 20 pages
- Additional space is available at the end of the book if you need extra space to complete an answer.

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 unauthorised electronic devices into the examination room.

Instructions

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

You are encouraged to draw on your structured workplace learning and wider industry knowledge when answering questions in this examination.

Question 1 (11 marks)

- a. Explain what is meant by the term ‘lifelong learning’. 2 marks

- b. Distinguish between formal and informal training. 3 marks

Question 2 (10 marks)

Xanh is a new business owner. Xanh believes that effective teamwork is important in creating a positive work environment. Xanh’s business develops software, and the employees are required to work closely in teams.

- a. Explain why teamwork is an important employability skill. 2 marks

- b. Describe **two** ways in which you developed, or could have developed, teamwork in a community or work setting. 4 marks

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b. Discuss the relationship between research and development, and innovation.

4 marks

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Question 4 (6 marks)

Evaluate the recent response of **one** Australian industry to the need to adopt better environmental sustainability practices.

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Question 5 (11 marks)

a. Explain the changing patterns in Australian trade.

4 marks

b. Analyse the response of **one** Australian industry to the pressures and opportunities to be internationally competitive.

5 marks

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- c. Outline the impact that the industry response in **part b.** could have on **one** type of stakeholder.

2 marks

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Question 6 (8 marks)

A recent inquiry into four key industry sectors identified the most desired work-related skills for entry-level workers.

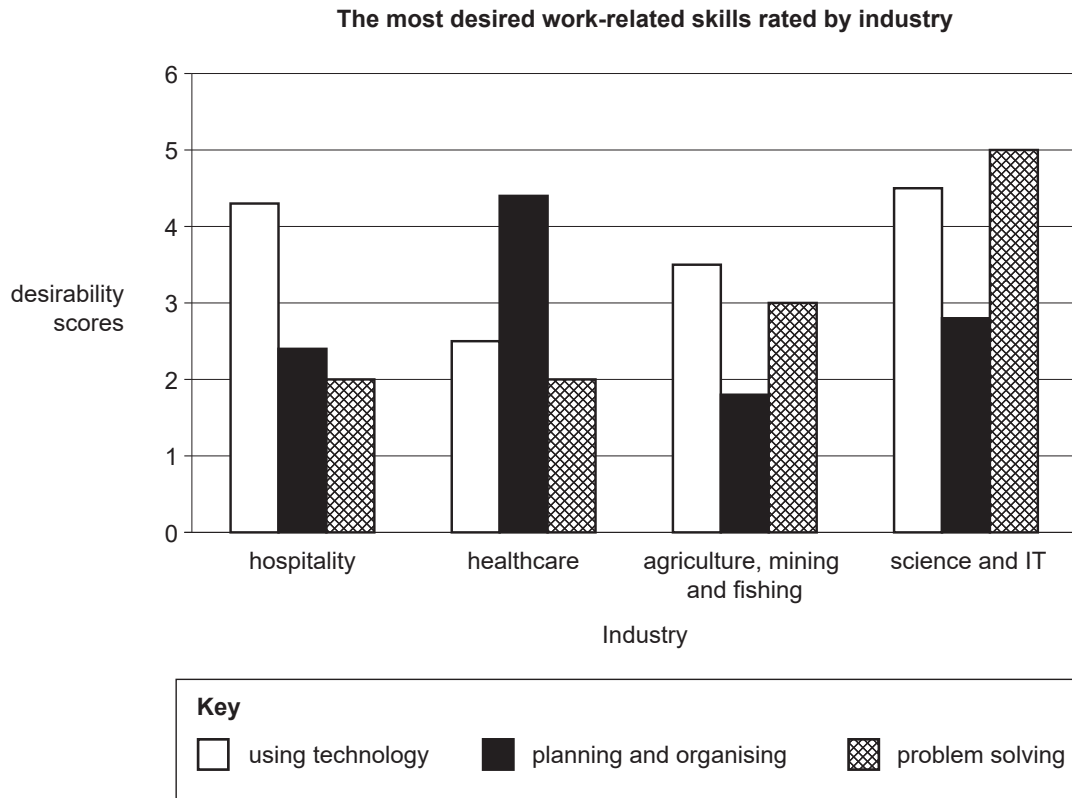


Figure 1

a. Describe **one** of the work-related skills in Figure 1 above.

2 marks

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- b. Explain how you developed, or could have developed, the work-related skill identified in part a. during your structured workplace learning.

3 marks

- c. Select **one** of the work-related skills in Figure 1 and explain its importance to a workplace with which you are familiar.

3 marks

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Question 7 (16 marks)**Source 1**

An extract from a workplace's communication reads as follows.

Businesses face a range of challenges every single day. There is the existing stress of running a workplace, alongside the growing pains of hiring, training and maintaining employees.

A solid foundation to lay before growing a business is implementing a quality-management system. This system has several benefits for businesses of all sizes and will help set up a business for success in the future.

Quality-management systems focus on developing streamlined work processes – this sets the standard for producing a quality product and sets clear criteria to achieve results.

Effective quality-management systems often act as a springboard for innovation.

Source 2

An extract from a student's workplace journal could include the following description of the features of the workplace.

I work part-time in a naturopathy¹ workplace. The workplace manufactures a range of products which it sells at its two retail outlets. Both outlets also have a clinic for consultations with clients.

The business owner has implemented an enterprising response by encouraging all staff to contribute ideas and make suggestions for improvements in all aspects of operations to encourage the proactive management of quality. We see ourselves as a cohesive team and have a weekly meeting to discuss how everyone is managing their work and any issues they encounter.

We have established processes to ensure quality in the products we sell and the services we supply to clients. This includes regular rotation of the various consumables and naturopathic supplements to ensure products are within their best-before date. We are encouraged and supported to be proactive. If we see any problems or issues, we can adapt quickly to sort out the problem as we are able to take the initiative to do so.

The owner obtained a grant and took out a loan to purchase key technology to support the production of a new range of products. This included technology to weigh small amounts of ingredients to ensure consistent production standards. In addition, she installed a new cooling room to ensure correct storage of highly perishable ingredients.

¹**naturopathy** – an alternative form of medicine encompassing a more holistic approach to wellness and health.

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- a. Identify a relevant work-related skill other than using technology. Using the sources on page 14, explain how this skill could assist employees at the naturopathy workplace with the management of quality processes. 3 marks

- b. Compare quality control with quality assurance. 6 marks

c. Describe **one** recent example of innovation identified in Source 2. 2 marks

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- d. Analyse how the development of work-related skills could assist in the development of an innovative culture at the naturopathy workplace or a workplace with which you are familiar. 5 marks

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