



**Victorian Certificate of Education
2005**

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

STUDENT NUMBER

Figures
Words

Letter

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**VCE VET BUSINESS
ADMINISTRATION
Written examination**

Wednesday 2 November 2005

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>Number of questions</i>	<i>Number of questions to be answered</i>	<i>Number of marks</i>
24	24	113

- 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 14 pages.
- Instructions**
- Write your **student number** in the space provided above on this page.
 - Answer **all** questions in the spaces provided.
 - 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.

The following information relates to Questions 1–4.

Fit Bodies, a gymnasium aimed at body-building training, has been in business for five years. Currently each client's details are recorded on a handwritten card. The cards are filed in drawers in alphabetical order. Business is expanding rapidly and the current record-keeping system is not working well. Fit Bodies has decided to transfer all the records to a computer database.

Question 1

List **three** ways a computer database could assist Fit Bodies in the management of its records.

3 marks

There are a number of basic steps you should use when designing a database.

Question 2

a. Name the first step that should be taken when designing a database.

1 mark

b. Explain why this should be the first step.

1 mark

c. i. List **two** additional steps you need to follow when designing a database.

ii. Explain why these **two** additional steps are important.

2 + 2 = 4 marks

Question 3

How could Fit Bodies use database queries to assist them to run their business? In your explanation, provide **two** functions that a database query can carry out.

2 marks

Question 4

List **three** security measures Fit Bodies might employ to protect the privacy of members' information on the database.

3 marks

Question 5

Provide **two** reasons why an organisation uses petty cash.

2 marks

Question 6

What items should an organisation check when preparing credit card vouchers for banking?

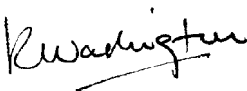
3 marks

TURN OVER

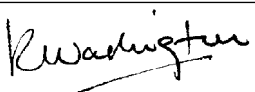
Question 7

Prepare the financial documents, for **parts a. and b.**, for Wheelers Hill Recreation Pty Ltd. Ensure all calculations are completed.

- a. 19 October 2005 – cheque for \$850 received from Joseph D’Zilwa for yearly membership.
- b. 21 October 2005 paid Equipt Ltd for two step machines – \$1590.50.

<i>Date:</i>			Southern Credit Union Wheelers Hill Branch
<i>To:</i>			Date: _____
<i>For:</i>			Pay: _____ or bearer
			The sum of: _____ \$ _____
	\$	c	_____
<i>Balance</i>	2710	69	_____
<i>Deposits</i>	129	00	_____
<i>Balance</i>			
<i>This Cheque</i>			
<i>Balance</i>			
218971			Signature 
			Wheelers Hill Recreation Pty Ltd
218971			094 00 2350

6 marks

RECEIPT ABN 254 740 313	Wheelers Hill Recreation Pty Ltd 1355 Lum Road, Wheelers Hill, Victoria 3150 PO Box 111 Mulgrave North, Victoria 3170
Received from: _____	Receipt No: ME2341
Amount: _____	Date: _____
Being for: _____	
Amount: \$ _____	Cash/cheque 
GST: \$ _____	Signed: _____

6 marks

Question 8

Complete the table below to indicate which of the following documents would be prepared by the purchaser and which would be prepared by the supplier.

- credit note/adjustment note
- invoice
- purchase order
- quotation
- purchase requisition (already in the table)
- receipt
- statement
- delivery docket
- cheque, cash or electronic payment

Prepared by purchaser	Prepared by supplier
purchase requisition	

8 marks

Question 9

Green Garden Florist had the following transactions on 31 October 2005 which need to be written into the transaction summary.

- Mrs Jane Hopeton bought a bouquet of flowers for \$55.00, Voucher No. 4506 4356 4967 2019.
- Ms Gail Hopkins cancelled an order and received a refund of \$135.00, Voucher No. 4962 5074 6703 9874.
- Mr Harry Godkin paid for the flowers for his daughter's wedding at a cost of \$205.50, Voucher No. 4987 4560 3281 4351.

Transaction summary		22237645			
4310 3487 3678 2984		Date			
Green Garden Florist Valid From Expires 06/05 05/07		VOUCHER TYPE			
			Number of vouchers	\$	c
		Sales vouchers	.	.	.
		Less credit vouchers	.	.	.
Transaction summary		Total	.	.	

4 marks

TURN OVER

Question 10

Provide **two** reasons why it is important that an organisation provides **constructive** feedback on employee performance.

2 marks

Question 11

You work for the organisation Martin & Duke Architects. It is **Tuesday** and you have prioritised your **five** tasks in the following manner.

Task	Priority
John Smith has requested that you arrange a site meeting at the new Archer Square Building with Bill Light from Price Waterson.	1
Collect new materials from stationery department for Harry White. Harry wishes to use these tomorrow.	2
Prepare monthly accounts to be sent out to clients. These normally take four hours to prepare and should be sent out Thursday.	3
Type a two-page specification for John Smith.	4
Folio documents to be dropped off at the offices of Long and Johnson.	5

- a. Now consider the same tasks with extra information which has been added in bold. Reprioritise the tasks according to the new information. Place a number next to the task with 1 indicating the highest priority and 5 indicating the lowest priority.

Task	Reprioritised
John Smith has requested that you arrange a site meeting at the new Archer Square Building with Bill Light from Price Waterson. This is urgent and the site meeting should be arranged for early this afternoon.	
Collect new materials from stationery department for Harry White. Harry wishes to use these tomorrow.	
Prepare monthly accounts to be sent out to clients. These normally take four hours to prepare and should be sent out Thursday afternoon.	
Type a two-page specification for John Smith. This specification is required to be taken to the site inspection at the Black Rock Hospital tomorrow afternoon.	
Folio documents to be dropped off personally at the offices of Long and Johnson before lunchtime today.	

5 marks

- b. State **three** reasons why you prioritised the tasks in this way.

3 marks

Question 12

- a. Discuss **two** reasons why an organisation uses performance appraisals.

2 marks

- b. Describe **two** ways performance can be measured in a workplace.

2 marks

Question 13

a. List **three** different business technologies that would help you to plan your own work schedule.

3 marks

b. What feature(s) of each technology you have listed above would enable you to organise your own work schedule?

3 marks

Question 14

The accounting firm for which you work has an alphabetic filing system for all paper-based correspondence. Sarina, your manager, had trouble finding some documents she required because the files were not in an appropriate order and some of the files were missing.

Read the examples of the problems which are listed below. In the right-hand column suggest one appropriate action that would solve the listed problem.

No	Problem	Action required
1	A letter to Mr and Mrs J McConnell relating to their tax return for 2004/2005 could not be found because it was filed under Tax Returns and Sarina was looking for it under McConnell.	
2	A work colleague was using a file Sarina needed, but she was unaware of this.	
3	Some correspondence had not been filed for two weeks.	
4	A letter for J Chan was incorrectly filed.	

4 marks

Question 15

A team member filed an important client file in the filing cabinet and now the file cannot be located. What are **three** possible consequences to an organisation if important business information cannot be retrieved as quickly as required?

3 marks

Question 16

Much hardcopy material comes into a modern organisation. Storage of this information can be an ongoing problem. Your task is to file, sort, archive and discard materials that are no longer required.

a. What are **three** things you must consider when discarding materials?

3 marks

b. When would you archive material?

1 mark

c. You have three versions of an electronic file. How would you determine which is the most recent version?

1 mark

TURN OVER

Question 17

You are asked to compile a procedures manual for your organisation.

- a. Suggest **three** legal policies that should be included.

3 marks

- b. i. Choose **one** of these policies and explain why you have included it in your procedures manual.

- ii. From what source would you obtain this information to include in your manual?

1 + 1 = 2 marks

The following information relates to Questions 18 and 19.

Michael has just commenced work in your organisation as a trainee administrative officer. He is learning to use a number of software packages and is not quite sure which ones are the most appropriate for the different tasks he has to complete. He is also unsure of some of the functions available in the packages he might use.

Question 18

- a. i. If Michael was asked to place the name of the document at the top of every page of a report, what software function would he use?

- ii. Why is it efficient to use this function?

1 + 1 = 2 marks

Michael's supervisor has asked him to send the same form letter out to 20 different clients. His supervisor has suggested he use a mail merge document but Michael thinks he means a merged document.

- b. i. What is mail merge?

- ii. What is a merged document?

1 + 1 = 2 marks

Michael must prepare the agenda and the company annual report for the next annual general meeting. He is required to send the documents to all board members.

Question 19

- a. i. What are **three** software applications Michael could use to produce and distribute the documents?

- ii. Indicate why Michael would use these software applications.

3 + 3 = 6 marks

b. i. List **four** factors Michael should consider when designing the company’s annual report.

ii. Provide **two** reasons why these factors are important.

4 + 2 = 6 marks

Question 20

a. Occupational Overuse Syndrome (OOS) is a potential risk for many workers.
Explain the meaning of OOS.

1 mark

b. Explain **three** ways an office worker could reduce the risk of OOS.

3 marks

Question 21

Give **three** reasons why organisations usually require their similar types of business documents to be prepared using the same design and presentation.

3 marks

Question 22

Give **three** reasons why it is important to correctly name and file an electronic document you produce.

3 marks

Question 23

Discuss **three** reasons why employers place so much importance on OH&S in the workplace.

3 marks

TURN OVER

Question 24

Where are **four** places you could obtain assistance if you are experiencing difficulties with using a software package?

4 marks