

STUDENT NUMBER Letter

INDUSTRY AND ENTERPRISE

Written examination

Thursday 3 November 2022

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.

Question 2 (10 marks)

Lou completed his structured workplace learning at a local café. He was a front-of-house employee. Lou was responsible for taking bookings, greeting customers and managing their orders. Lou’s manager noted that he showed enterprising behaviour while completing his work.

- a. Outline how Lou could have demonstrated **two** work-related skills during his structured workplace learning. 2 marks

- b. Define the term ‘enterprising behaviour’. Explain how Lou could have demonstrated enterprising behaviour through his structured workplace learning. 4 marks

Question 3 (12 marks)

... flexible work promotes both women’s and men’s workforce participation, employee satisfaction and productivity ...

Flexibility in employee work time, patterns and locations is beneficial for both employers and employees and can improve gender equality in the workplace and the home. It has also been associated with greater employee wellbeing and reduced exhaustion, burnout, and fatigue.

Flexible working has been associated with:

- improved organisational productivity¹
- an enhanced ability to attract and retain employees
- improved employee wellbeing
- an increased proportion of women in leadership
- future-proofing the workplace

Source: Workplace Gender Equality Agency, ‘Flexible work post-COVID’, 8 December 2021, <www.wgea.gov.au/publications/flexible-work-post-covid>

¹**organisational productivity** – a measure of the efficiency of the production process of an organisation; increased productivity is achieved when more or the same amount is produced for less cost

a. Define the term ‘workplace flexibility’ and provide an example to support your response. 2 marks

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c. Explain how the introduction of workplace flexibility could help to attract and retain employees.

2 marks

d. Describe how workplace flexibility could improve work-related skills and productivity in a workplace.

3 marks

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Question 4 (8 marks)

- a. Describe a change in Australian societal values or attitudes that could create a need for change within Australian industry.

2 marks

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Question 6 (9 marks)

Ownership of electric vehicles in Australia is steadily increasing but at a very slow rate.

- a. Outline **one** initiative a government could use to encourage motorists to purchase electric vehicles. 2 marks

- b. Discuss the impact that the government initiative outlined in **part a.** might have on **two** industry stakeholders. 4 marks

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Question 7 (19 marks)

Case study

Alex is the owner of several orchards in the Yarra Valley, called Alex’s Apples. Australia has one of the world’s highest labour costs and one of Alex’s largest costs is employee wages, which increase at harvest time. In recent years, Alex has focused on developing the work-related skills of his workforce to encourage innovative practices and productivity.

In recent years, Alex has diversified his use of technology-focused innovation. This diversification includes the use of an automated watering system as well as drones. For the harvest this year, Alex is trialling a prototype of a robotic fruit-picking machine. The machine can be programmed to locate the apples on a tree and detect if they are a suitable size, colour and shape to pick. He is also trialling an automated, driverless tractor. This means that Alex can employ fewer people and engage specialist agricultural experts to program the fruit-picking machine.

To support the changes taking place in the business, Alex is introducing a number of strategies to build the skills of his employees. This includes the introduction of in-house training before the changes take place. Alex is also supporting key employees to complete external training by allowing flexible work arrangements and providing a financial incentive that will be paid at the completion of the training. In addition, Alex is recognising employees who display a range of skills through an ‘employee of the month’ award and opportunities for promotion. Alex wants to encourage his employees to work together and communicate to improve all aspects of the business’s operations. An ‘ideas board’ in the staffroom is expected to encourage creative thinking and allow for brainstorming sessions, offering new perspectives from different employees. Employees will be rewarded if their ideas are implemented.

For Alex and other farmers, the future looks bright. Australia is in a good position to provide quality food to customers, including the emerging middle class in Asia. Improvements to the efficiency and productivity of Alex’s Apples will enhance Alex’s ability to sell his produce locally and in overseas markets.

- a. Outline **one** way in which Alex’s Apples encourages its workers to be innovative. 2 marks

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