Victorian Certificate of Education 2007

STUDENT NUMBER

Figures

Words

Letter

VCE VET BUSINESS ADMINISTRATION

Written examination

Wednesday 14 November 2007

Reading time: 11.45 am to 12.00 noon (15 minutes)
Writing time: 12.00 noon to 1.30 pm (1 hour 30 minutes)

QUESTION AND ANSWER BOOK

Structure of book

<table>
<thead>
<tr>
<th>Number of questions</th>
<th>Number of questions to be answered</th>
<th>Number of marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>22</td>
<td>22</td>
<td>114</td>
</tr>
</tbody>
</table>

• Students are permitted to bring into the examination room: pens, pencils, highlighters, erasers, sharpeners, rulers and 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.

© VICTORIAN CURRICULUM AND ASSESSMENT AUTHORITY 2007
The following scenario relates to all questions within this examination.
You are employed as an Administrative Officer supporting the Administration Manager of The 321 Sports Complex, 123 Main Drive, Upperthere, Victoria 3123.
Your main duties include
• organising workplace information
• organising your work schedule
• preparing and processing financial documents including petty cash, banking documents, reconciliations and payments
• creating and using databases
• using appropriate software to produce business documents as required.

Question 1
Give one purpose of a ‘work schedule’.

Question 2
Six of the tasks you have to complete today are
• entering the details of ten new clients, who will be commencing next week, into the database
• printing the staff roster for the month of December for distribution to all staff next week
• scheduling an appointment for a sporting company sales representative with the Administration Manager for tomorrow
• telephoning the technician to request immediate maintenance of the photocopy machine
• greeting a client who has just arrived at reception while you are on the telephone
• placing an order for new stationery for 2008.

a. You need to prioritise the tasks into high or low. Complete the table below.

<table>
<thead>
<tr>
<th>High priority</th>
<th>Low priority</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

b. Identify two workplace factors that can affect the completion of your daily tasks.
c. List **two** ways you could receive feedback on the work you have completed today.

________________________________________________________________________

________________________________________________________________________

6 + 2 + 2 = 10 marks

**Question 3**

a. Why is it important to The 321 Sports Complex that you work efficiently? Give **two** reasons.

________________________________________________________________________

**Question 4**

List **three** appropriate interpersonal skills you may need to work at The 321 Sports Complex.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

2 + 3 = 5 marks

3 marks
Question 5
Today, 1 November 2007, you take an urgent telephone message from Ali Smith, telephone number 9234 5678. She wants to cancel this afternoon’s appointment with her personal trainer, Chu Leong, and organise another appointment.

a. Complete the details in the telephone message form below.

<table>
<thead>
<tr>
<th>MESSAGE</th>
<th>Date</th>
<th>Time</th>
<th>10.15</th>
<th>a.m.</th>
</tr>
</thead>
<tbody>
<tr>
<td>To</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>From</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Details</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telephone No.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mobile No.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fax No.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email address</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>○ Urgent</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>○ Telephoned ○ Please ring</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Signed C.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>○ Will ring back ○ Called in</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

b. Give an example of a computer technology that could be used to convey the above message to Chu Leong, instead of using the telephone message form.

8 + 1 = 9 marks

Question 6
The 321 Sports Complex needs to store its clients’ paper-based application forms. List two ways these forms could be stored securely.

2 marks

Question 7
List two ways The 321 Sports Complex can obtain information from its clients and suppliers in order to improve its services.

2 marks
**Question 8**

a. What is the difference between a Policy Manual and a Procedures Manual?

b. In the table below, give an example of a specific document stored in each type of manual.

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Example</td>
<td>Example</td>
</tr>
</tbody>
</table>

2 + 2 = 4 marks

---

**Question 9**

a. Give **two** reasons why many organisations have a petty cash fund.

b. List **three** purposes of the Petty Cash Book.

---

2 + 3 = 5 marks
Question 10

Identify the six errors in the cheque and cheque but above.

1. 
2. 
3. 
4. 
5. 
6. 

6 marks
Question 11
You are about to bank the day’s takings, consisting of both cash and cheques.

a. Complete the missing figures in the Cash Received table.

Cash Received table

<table>
<thead>
<tr>
<th>Notes</th>
<th>Number</th>
<th>Total value</th>
</tr>
</thead>
<tbody>
<tr>
<td>$100</td>
<td>9</td>
<td>900.00</td>
</tr>
<tr>
<td>50</td>
<td>24</td>
<td>1200.00</td>
</tr>
<tr>
<td>20</td>
<td>100</td>
<td>2000.00</td>
</tr>
<tr>
<td>10</td>
<td>99</td>
<td>990.00</td>
</tr>
<tr>
<td>5</td>
<td>164</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Total</strong></td>
</tr>
</tbody>
</table>

Coins

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>$2.00</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td>$1.00</td>
<td>53</td>
<td></td>
</tr>
<tr>
<td>.50</td>
<td>46</td>
<td>23.00</td>
</tr>
<tr>
<td>.20</td>
<td>140</td>
<td>28.00</td>
</tr>
<tr>
<td>.10</td>
<td>160</td>
<td>16.00</td>
</tr>
<tr>
<td>.05</td>
<td>100</td>
<td>5.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Total</strong></td>
</tr>
</tbody>
</table>

Cheques Received

D Martin, drawn on Mountain Bank, UpperHill – $27.90
B Ho, drawn on Traders’ Bank, Sunnydale – $2399.95
M Pui, drawn on People’s Bank, Treehill – $232.49
C & C Leisure, drawn on Mountain Bank, LowerHill – $440.00

b. Complete the deposit slip showing the cash and cheques received.

---

**TRADERS’ BANK**

**Deposit**

Branch MIDDLEHILL

DATE 1 November 2007

<table>
<thead>
<tr>
<th>DRAWER</th>
<th>BANK</th>
<th>BRANCH</th>
<th>NOTES</th>
<th>COIN</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**PAID IN BY**

(Proceed of cheques etc. will not be available until collected)
Commission
No of cheques
Teller

**CREDIT**

(A/C name in Block Letters)
THE 321 SPORTS COMPLEX

- 709-316:23-95-137

**TOTAL**

$709

Deposit for Account at Traders’ Bank

Date 1 November 2007

Deposited for credit in cheque account of

The 321 Sports Complex

$709

(Proceed of cheques etc. will not be available until collected)

Teller S Smithson

4 + 9 = 13 marks
**Question 12**
A tax invoice must show
- date of purchase
- name and address of purchaser
- description of the goods and services supplied
- total cost
- the GST-inclusive price of the invoice.

a. List **two** other details which must be included on a tax invoice.

b. What does the term GST stand for?

c. GST is placed on certain items. It is a percentage of the total price. What is the percentage (%) rate in Australia at present?

2 + 1 + 1 = 4 marks

**Question 13**
When would you use an Adjustment (Credit) Note?

2 marks

**Question 14**
Database software uses various database items to display data. Complete the table below describing the purpose of each of the database items listed.

<table>
<thead>
<tr>
<th>Database items</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Table</td>
<td></td>
</tr>
<tr>
<td>Query</td>
<td></td>
</tr>
<tr>
<td>Form</td>
<td></td>
</tr>
<tr>
<td>Report</td>
<td></td>
</tr>
</tbody>
</table>

4 marks
**Question 15**
The childcare facility at The 321 Sports Complex is in the process of designing a database to store relevant information about the children in its care.

a. Allocate the correct data type to each field. Select the data type from the list below.

<table>
<thead>
<tr>
<th>Field name</th>
<th>Data type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrolment number</td>
<td></td>
</tr>
<tr>
<td>First name</td>
<td></td>
</tr>
<tr>
<td>Last name</td>
<td></td>
</tr>
<tr>
<td>Date of birth</td>
<td></td>
</tr>
<tr>
<td>Postcode</td>
<td></td>
</tr>
<tr>
<td>Allergies</td>
<td></td>
</tr>
<tr>
<td>Parent contact telephone number</td>
<td></td>
</tr>
<tr>
<td>Hourly charge</td>
<td></td>
</tr>
</tbody>
</table>

text, number, date/time, currency, yes/no, auto number

b. To which field name would you assign the primary key and why.

8 + 2 = 10 marks

**Question 16**
The 321 Sports Complex is opening a new Lolly & Popcorn Bar.

a. Identify two input devices you could use to produce an advertisement to promote the opening of the bar.

b. You wish to vertically centre the data in the advertisement but you are not sure how to do this with the software you have chosen.

b. List three resources that could help you.

2 + 3 = 5 marks
Question 17
Identify two factors to consider when naming an electronic file.

2 marks

Question 18
Identify three portable electronic data storage options to store an advertisement.

3 marks
Question 19

a. Name the parts in the business letter below.

THE 321 SPORTS COMPLEX
123 MAIN DRIVE
UPPER THERE VIC 3123
Phone: 9876 5432
Fax: 9876 5436
Email: adsupp@Upperthere321.com.au
Web: www.321.com.au

1 November 2007

Mrs Joan Brown
2 Sunnymead Close
Upperthere Vic 3123

Dear Mrs Brown

You are invited to the grand opening of our new Lolly & Popcorn Bar. The opening is
to be held on Friday 30 November 2007 at 7.30 pm at The 321 Sports Complex.

We hope you can join in the celebration.

Yours sincerely

Administration Manager
b. Explain the meaning of the term ‘mail merge document’.

c. Identify the appropriate printing orientation for this business letter.

d. Explain the difference between spell checking and proofreading.

e. List two advantages of using the function ‘print preview’ before printing this document.

f. i. What information might you include in the footer of this letter?

ii. Why would you include this information in the footer?

$4 + 2 + 1 + 2 + 2 + (1 + 1) = 13$ marks
Question 20
The Administration Manager has decided to edit this letter. Use the appropriate editing symbols from the list below to make the following changes on the letter.

trs
l.c.
stet . . . . space #
run on ins \u2192
u.c.

• Initial capitals for ‘sports complex’.
• The sentence ‘These changes are based . . .’ goes after ‘next few months’ in the first paragraph.
• The word ‘extensive’ should remain.
• ‘Wednesday and Monday’ should read Monday and Wednesday.

Dear Member

On behalf of The 321 sports complex, we are writing to let you know of some of the improvements we will be making to our Complex and programs over the next few months.

These changes are based on feedback received from you.

• The times that our childcare facilities will be operating will be extended.
• The swimming pool, which has undergone extensive renovations over the past few months, will be open seven days a week, commencing from 1 December. The hours of operation will not be changed.
• Massage sessions will be extended to cover Wednesday and Monday evenings from 6.00–9.00 pm. Bookings will be essential.

We look forward to seeing you at the Complex soon.

Yours sincerely

Administration Manager
Question 21
In your role as Administrative Officer at The 321 Sports Complex, you spend most of your work day at a computer workstation. At the end of each day you experience physical discomfort. Your eyes often water, your lower back aches and you often have headaches.
Give four measures that could be taken to make your workstation ergonomic.

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

4 marks

Question 22
Why is it important to have a back-up copy of all electronic data files that you create? Give three reasons.

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

3 marks