



Victorian Certificate of Education 2002

INDUSTRY AND ENTERPRISE STUDIES

Written examination

Thursday 21 November 2002

Reading time: 1.30 pm to 1.45 pm (15 minutes)

Writing time: 1.45 pm to 3.45 pm (2 hours)

QUESTION BOOK

Structure of book

<i>Section</i>	<i>Number of questions</i>	<i>Number of questions to be answered</i>	<i>Number of marks</i>
A	5	5	40
B	3	1	10
			Total 50

- 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 white out liquid/tape.
- No calculator is allowed in this examination.

Materials supplied

- Question book of 3 pages.
- One or more script books.

Instructions

- Write your **student number** in the space provided on the front cover(s) of the script book(s).
- You are encouraged to draw on your work placement and wider industry knowledge in answering questions on this paper.
- All written responses must be in English.

At the end of the examination

- Place all other used script books inside the front cover of the first script book.
- You may keep this question book.

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

SECTION A

Answer **all** questions in this section.

Question 1

- a. Define the term technology.
- b. Give an example of the application of technology in the workplace or in industry.
- c. Name an industry or workplace you are familiar with and discuss how the introduction of technology has impacted on
 - i. work processes in that industry/workplace
 - ii. employees in that industry/workplace.

1 + 2 + 5 = 8 marks

Question 2

- a. Name a current government policy that has impacted on industry. Describe one key feature of this policy.
- b. Name an Australian industry affected by this policy. Describe the impact or pressure that the policy has had on this industry.
- c. Discuss two responses from this industry to the policy.

2 + 2 + 4 = 8 marks

Question 3

Flexibility has become an essential characteristic of the enterprising worker.

- a. Name two enterprising characteristics of a flexible worker.
- b. Describe two examples of flexible work practices used in Australian workplaces.
- c. Discuss three advantages of workplace flexibility for employees. Use examples to support your discussion.

2 + 4 + 6 = 12 marks

Question 4

- a. Name an industry training board or Registered Training Organisation (RTO).
- b. Explain the functions of industry training boards.

2 + 4 = 6 marks

Question 5

- a. Your boss has just heard that a major competitor has introduced a quality process into his business. Outline three reasons why your boss should also introduce a quality process.
- b. Give three reasons why employees should have an external, customer-focused approach in the workplace.

3 + 3 = 6 marks

END OF SECTION A

SECTION B

Answer **one** question in this section.

Question 1**Topic: Training and workplace learning**

- a. Name and describe three common types of training or workplace learning used in Australian workplaces.
- b. Explain by giving two reasons why highly skilled and trained workers are vital for Australia's future international competitiveness.

6 + 4 = 10 marks

OR

Question 2**Topic: Quality**

- a. Describe a quality process that you are familiar with. Explain three advantages of using this process.
- b. Explain two ways employees can improve internal quality in the workplace.

6 + 4 = 10 marks

OR

Question 3**Topic: Enterprise culture**

- a. You have just had extended leave from your job. On your return to work your employer claims that the workplace now has an 'enterprise culture'. Name and explain three pieces of evidence you would look for to check the accuracy of her statement.
- b. Explain two techniques that you could use to evaluate the successful application by individual employees of enterprise in the workplace.

6 + 4 = 10 marks