

2018 VCE VET Business examination report

General comments

The 2018 VCE VET Business examination assessed the following units of competency:

- BSBWOR301 Organise personal work priorities and development
- BSBINM301 Organise workplace information
- BSBITU306 Design and produce business documents
- BSBPRO301 Recommend products and services
- BSBCUS301 Deliver and monitor a service to customers

The 2018 examination comprised two sections: Section A, which contained multiple-choice questions, and Section B, which required written responses to questions.

Students are advised that they should:

- familiarise themselves with all areas of the units of competency listed above
- use business terminology/language when answering questions
- attempt all questions
- provide the number of examples asked for (no more, as answers are assessed in the order in which they are written and additional responses are disregarded)
- read the question several times to understand what is being asked
- look for key words/terms in questions.

Students should not:

- use the same answer for multiple questions
- use generic/vague terms
- repeat the question in the answer
- rewrite the question as the answer
- use answers from past examinations to answer questions on the current examination.

Specific information

This report provides sample answers or an indication of what answers may have included. Unless otherwise stated, these are not intended to be exemplary or complete responses.

The statistics in this report may be subject to rounding resulting in a total more or less than 100 per cent.

Section A – Multiple-choice questions

The table below indicates the percentage of students who chose each option. The correct answer is indicated by shading.

Question	% A	% B	% C	%D	% No answer	Comments
1	4	75	7	13	0	
2	30	6	63	1	0	
3	6	1	8	85	0	
4	29	48	7	16	0	
5	16	60	22	1	1	
6	37	49	8	5	1	
7	24	27	38	10	0	As technologies are evolving, the number of input devices are increasing. Input devices are used as tools to perform many functions in the workplace, such as navigating, importing and exporting information, graphics, sounds, images, etc. Students must familiarise themselves with input devices, which is required knowledge in BSBITU306 Performance criteria 2.4 Operate input devices within designated requirements.
8	52	8	33	5	0	
9	9	2	86	3	0	
10	5	8	55	31	0	
11	62	16	10	12	0	Decentralised files are kept in every department. Centralised files are all kept in one area. The stem of the question stated 'stores all of a hospital's patient records'.
12	64	4	1	30	0	An assistant would not waste a manager's time to ask if they are available. The assistant would have access to the manager's diary (most likely electronic or the paper version). If they put through one caller they would have to put through all callers and the manager would not get any managerial work done. This was the same for option D: an assistant would not put a person straight through for the manager to make the appointment as stated in the stem. It is the assistant's job/responsibility/role to make the appointment, not the manager's.
13	5	6	5	83	0	
14	37	2	52	9	0	
15	81	4	14	0	0	
16	3	2	0	93	0	

Question	% A	% B	% C	%D	% No answer	Comments
17	91	1	6	2	0	
18	3	1	61	35	0	
19	2	56	38	4	0	
20	12	59	9	20	0	

Section B

Question 1

Marks	0	1	2	Average
%	8	47	45	1.4

Acceptable responses included (any two of the following):

- use the help key (F1) on the computer
- online resources such as tutorials, blogs, forums
- some organisations have an in-house help desk who will be able to lead a worker through their office technology problems
- use the company's intranet
- ask a co-worker/manager/colleague for help
- use an existing document/template
- check the organisational style guide

Generally this question was answered well. Policies or internet/Google alone were not acceptable answers.

Question 2

Marks	0	1	2	Average
%	35	42	23	0.9

Acceptable responses included (any two of the following):

- consider ways to ensure you are understood (for example, speak loudly enough for the person to hear, clearly and slowly)
- maintain eye contact
- open the door
- ensure there are no hazards in their path
- if the person needs to fill in a form offer to assist or have forms available in large print
- ensure there is a chair for them to sit on
- keep the person informed as with any other patient
- offer help with directions if required

Some students struggled with this question as special needs were not considered. For example, a receptionist asking 'How may I help you?' is not specific enough to an elderly patient.

Question 3

Marks	0	1	2	3	4	5	6	Average
%	4	8	13	20	24	22	10	3.6

Acceptable responses included:

Self-assessment method	Explanation
returned work	The more work that is returned due to error suggests under-performing and the need for training.
additional responsibilities	Means the employee is doing their job well, are capable and their work performance is good.
informal feedback	Helps the employee identify what they need to improve on and what they are doing well.
comparison of productivity with colleagues	Asking themselves: 'Am I faster, slower or comparable?' Determine if their work is better (higher standard) or more productive than their colleagues'.
self-reflection	<ul style="list-style-type: none"> Asking themselves: 'Did I do a good job?', 'Did I achieve my goals?' Reflection on what was done well and what was not. To look over their own work performance and evaluate how they believe they have done.
peer-to-peer assessment	Can uncover other employees' strengths and weaknesses and may help each other improve. Learn from each other using a friendly way to gain feedback.

Generally this question was answered well.

Question 4a.

Marks	0	1	2	3	4	5	Average
%	8	9	11	15	21	36	3.4

Acceptable responses included (any five of the following numbered errors):

Tax invoice		
Mr Owen Doran ABN: 333 234 111		The Pool Shop 493 Fishman Boulevard Beach Way VIC 3199
Customer Name: Mrs (1) Jelita Gruney (2) 16 Fish Place Beach Way Vic 3199		Date: 23/9/2018 (3) Invoice No: 1042331 Job Reference: BNC10457A (4)
Qty	Description	Price
1	pool heater	\$2712.45
3	pavers @ \$35.00 each	\$105.00
	disposal of old pool heater and pipes	\$157.00
	installation	\$174.50
Balance due: 6/11/2018		Deposit \$500.00
		Total incl. GST \$2658.95 (6)

Students needed to circle the specific errors, rather than whole sections of the invoice.

Question 4b.

Marks	0	1	2	3	Average
%	25	29	44	2	1.2

Filename	Reason
Invoice No: 1042331	unacceptable – cannot use a colon in filename
Repairs	unacceptable – too vague
Gurney 1042331	acceptable – able to clearly identify name and number

This question was not well answered.

Question 4c.

Marks	0	1	2	3	Average
%	86	7	5	2	0.3

- main document/letter template (not sample letter)
- data source or source document (not database or table or Microsoft Word alone)

- final or merged documents

This question was answered very poorly. This feature of word processing is used extensively in business.

Question 5

Marks	0	1	2	3	4	5	Average
%	9	24	27	26	11	2	2.1

Document	Purpose
credit note	A record given by a business to a customer who has returned goods that were purchased on credit. Not money, cash or voucher (which would be a refund).
minutes	Created during a meeting to list the items raised during the meeting. Official written record of the meeting.
receipt	A written acknowledgment that a specified article or payment has been received. Proof of purchase.
purchase order	Request or order the purchase of goods from the supplier. A purchase order sets forth the descriptions, quantities, shipment and other associated terms and conditions, and identifies a specific seller. (Not what the customer has paid for. Answers that involved payment or sale were not acceptable.)
short report	A short report presents information about a particular topic. It can state findings or describe a situation (for example, a financial report).

This question was not well answered.

Question 6

Marks	0	1	2	3	4	5	6	7	8	Average
%	46	10	19	8	12	1	1	1	3	1.6

Acceptable responses included:

Effect	Description	Example
subscript	Subscript is a character that is set slightly below the normal line of type. It is usually smaller than the rest of the text.	H ₂ O
superscript	Superscript is a character that is set slightly above the normal line of type. It is usually smaller than the rest of the text.	10 ²
strikethrough	Crosses a word/line/text out by drawing a line through it. A line through the text.	This is a test
change case	Changes selected text to uppercase or lowercase.	melbourne Melbourne

This question was not well answered.

Question 7

Marks	0	1	2	Average
%	23	54	23	1

Acceptable responses included (any two of the following):

- provides a convenient/quick method to access the business's website (customers do not have to type a URL)
- not restricted by space in ads or packaging – access to unlimited information (QR code can redirect customers to a video of a recipe, for example)
- present something to engage the customer such as a special deal
- business can monitor customer interest by the number of logins
- saves paper/resources
- saves time

Generally this question was answered well.

Question 8a.

Marks	0	1	2	3	4	5	Average
%	7	46	26	7	6	8	1.9

Acceptable responses included:

To-do list	
Priority	Task letter
1	G or B
2	B or G
3	E
4	A
5	F

This question was not well answered.

Question 8b.

Marks	0	1	2	Average
%	71	26	2	0.3

Acceptable responses included (any two of the following):

- electronic task manager
- electronic diary, calendar or planner
- email
- personal organisers (e.g. PDA, BlackBerry)
- mobile devices

Students struggled with this question. Computer/tablet/laptop were not specific enough. 'Write a list of tasks on MSWord' was not acceptable.

Question 8c.

Marks	0	1	2	3	Average
%	43	53	5	0	0.6

Acceptable responses included (any three of the following):

- the spreadsheet/document is not left open when she leaves her desk
- apply a password to the document
- lock her system or log off
- encrypt files

Many students did not identify three different and specific answers to this question. 'Keep it in a safe place' was not specific enough.

Question 9

Marks	0	1	2	3	4	Average
%	39	19	29	0	13	1.3

- 44th Dance Company
- 4 Squares Sandwich Cafe
- McKnights' Butcher Shop
- McKnights Surveillance Systems

This question was not well answered. There are many rules to filing but it is an important task in business and must be understood. Students are encouraged to investigate these rules and learn them well.

Question 10a.

Marks	0	1	2	Average
%	56	24	20	0.7

Complementary products are products that are manufactured, sold, bought or used together. One aids or enhances the other. They are products that complement each other in common usage, or products that would either necessitate or encourage the buying of each other.

Complimentary products are given free of charge or as an act of courtesy.

Some students clearly understood the difference and explained the products clearly, but confused the two.

Question 10b.

Marks	0	1	2	Average
%	53	30	17	0.7

Product	Example
complementary	tyres and cars (‘Buy two get one free’ and ‘buy a computer and receive a \$50 voucher’ were not acceptable.)
complimentary	free movie tickets or sample bag (Students needed to specify ‘free’ or ‘sample’.)

Some students could provide an example but confused the two words.

Question 11

Many students struggled with this question. Maths skills are outlined in the competencies and must be practised. Calculators are allowed in the examination and students should take advantage of this. Students must write clearly, particularly when numbers are involved.

Question 11a.

Marks	0	1	Average
%	46	54	0.6

20%

Question 11b.

Marks	0	1	Average
%	67	33	0.4

2018 Sales = 3 000 000

15% = 450 000

2019 Sales = \$ 3 450 000

*20%

Promotional activities budget = \$690 000

Question 11c.

Marks	0	1	Average
%	75	25	0.3

30% of \$690 000 = \$207 000

Question 12

Marks	0	1	2	3	Average
%	15	40	31	13	1.5

- so customers are charged correctly
- to promote new products/services to customers
- to learn more about new products/services available

Question 13

Marks	0	1	2	3	Average
%	74	19	7	1	0.4

A hard page break is placed by the operator to force a page break at a specific point or topic and remains in that location unless the operator deletes or moves it.

A soft page break is inserted by the software program at the end of the current page. Soft page breaks adjust automatically with a change in margins, line length or number of lines.

Question 14

Marks	0	1	2	3	4	Average
%	10	5	19	15	50	2.9

Acceptable responses included any two of the following:

Legislation	Explanation
WHS (OHS was accepted) (WorkSafe and safety in the workplace were not acceptable)	Imposes a legal obligation on the organisation to provide a healthy and safe working environment that extends to visitors, such as customers and contractors.
access and equity antidiscrimination equal employment opportunity or equal opportunity (gender and equality were not accepted)	It is illegal to discriminate against anyone because of age, gender, religion, race or family status. All people in the organisation must be treated fairly and equitably and this extends to customers.
consumer protection or consumer law	Ensures rights for the consumer with regard to purchases of goods and services that cannot be overridden by an individual business (includes privacy and copyright).
tax	If a new tax on a product has been introduced then business must abide by the law. (E.g. sugar taxes on organisations such as Coca-Cola, payroll tax)
copyright law	Protects intellectual property
privacy law (confidentiality was not accepted)	Refers to the laws that deal with the regulating, storing and using of personally identifiable information of individuals, which can be collected by governments, public or private organisations, or other individuals.

Generally this question was answered well.

Question 15

Marks	0	1	2	3	Average
%	4	17	34	44	2.2

Acceptable responses included:

Type of customer	Description
internal customer	Anyone from within the same organisation. It can be a coworker or someone from another department.
external customer	Not connected directly to an organisation but purchases products, services, etc. For example, a person is considered an external customer when they go to Aldi and purchase groceries.
loyal customer	Someone who has consistently used an organisation's products or services (or both) over an extended period. Considered to be loyal, usually because of satisfaction with quality, price and service.

Generally this question was answered well.

Question 16

Marks	0	1	2	3	Average
%	7	18	55	20	1.9

Acceptable responses included (any three of the following):

- losing an existing customer means lost revenue/bankruptcy
- an unhappy customer can damage the reputation of the business easily via social media (e.g. Instagram, Facebook) and/or word-of-mouth
- a lost customer can have a negative impact on the confidence of the staff
- a lost customer may give the competition an advantage
- perceptions that business is no good/inferior
- business can suffer – decrease in sales profit, etc.
- need to reduce staffing levels due to reduced sales, etc.

Question 17

Marks	0	1	2	3	4	Average
%	10	30	43	13	3	1.7

The following are possible responses.

- Khan should have explained to Josephine that he is unable to leave the reception area unattended as no one is available to relieve him. He is busy redirecting or taking messages for absent team members. He should look directly at Josephine and calmly explain why he did not check the photocopier this morning and/or the inconvenience (using appropriate body language). He could provide her with the instructions/directions to get the paper and fill the photocopier herself in order to complete her photocopying, which would enhance the quality of his service. He could offer to fill the photocopier with paper after lunch to complete the print job and either take it to Josephine or call her when it is ready if that would suit her.
- Khan should have used mirroring to make sure he understood what the problem was. He could also have been empathetic to Josephine's dilemma and offered to help by assuring her that he would attend to the problem as soon as he could. He could also have said that he understands her desire to get her work done as quickly as possible.

Question 18a.

Marks	0	1	Average
%	32	68	0.7

\$1083.50

Generally this question was answered well.

Question 18b.

Marks	0	1	2	Average
%	52	31	17	0.7

Acceptable responses included (any two of the following):

- It is the honest thing to do. It ensures that the relationship between the stationery company and Local Secondary College remains intact, in good faith.

- It ensures compliance with ATO requirements and gives an accurate account of text/GST paid ensuring tax returns, etc. are based on valid data.
- It would be unwise to ignore the overpayment as it may be picked up down the track by Local Secondary College and they may in future not deal with this stationery company because they could not trust that they are doing the right thing by their school.
- Students may also mention a code of conduct or organisational policy.
- Avoid possible legal action.

Some students rewrote the question as their answer.