**Victorian Certificate of Education
2023**

STUDENT NUMBER

Letter

VCE VET BUSINESS
Written examination

Thursday 26 October 2023

**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

Section	Number of questions	Number of questions to be answered	Number of marks
A	20	20	20
B	12	12	80
			Total 100

- 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.

Materials supplied
- Question and answer book of 21 pages
- Answer sheet for multiple-choice questions

Instructions
- Write your **student number** in the space provided above on this page.
- Check that your **name** and **student number** as printed on your answer sheet for multiple-choice questions are correct, **and** sign your name in the space provided to verify this.
- All written responses must be in English.

At the end of the examination
- Place the answer sheet for multiple-choice questions inside the front cover of this book.

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

SECTION A – Multiple-choice questions

Instructions for Section A

Answer **all** questions in pencil on the answer sheet provided for multiple-choice questions.

Choose the response that is **correct** or that **best answers** the question.

A correct answer scores 1; an incorrect answer scores 0.

Marks will **not** be deducted for incorrect answers.

No marks will be given if more than one answer is completed for any question.

Question 1
Arial Black, Calibri and Times New Roman are examples of
A. text.
B. fonts.
C. styles.
D. symbols.

Question 2
Which of the following is a benefit of using a keyboard shortcut?
A. improves security of data
B. acts as a link for input and output devices
C. provides an easier way to complete common software functions
D. removes the need for a docking station to use external storage

Question 3
An advantage of using a template is
A. to automatically back up a document.
B. to allow each document to be different.
C. to produce a document with consistent formatting.
D. to open a file easily.

Question 4
Select the appropriate software types that would be used to produce a newsletter.
A. spreadsheet and presentation
B. presentation and word processing
C. desktop publishing and spreadsheet
D. word processing and desktop publishing

Question 5
Which document is not a type of business correspondence?
A. agenda
B. memorandum
C. business letter
D. email message

Question 6

Animation is a useful feature in presentation software and can be used to

A. transition slides.

B. add timing to transitions.

C. add effects to text or objects.

D. link text or objects to multimedia.

Question 7

An administration assistant is using spreadsheet functions to complete calculations.

Which spreadsheet function is used to find the highest values in a data range?

A. SUM

B. MAX

C. COUNT IF

D. AVERAGE

Question 8

The best source from which to obtain accurate information on Australia's current population statistics is

A. a government website.

B. a commercial website.

C. an industry-based blog.

D. a professional social-media platform.

Question 9

A supervisor asks an administration assistant to gather information on a specific topic. After information is gathered, the supervisor indicates there is a problem with the accuracy of the information.

What could be the problem?

A. insufficient information

B. information is not fit for purpose

C. source of information is not credible

D. information is presented in the wrong format

Question 10

When assessing workplace information, it is important to distinguish between primary and secondary sources.

Identify a primary and a secondary source of information.

A. a form completed by a customer / an analysis of sales data

B. a professional association website / a summary of data

C. a quotation / a form completed by a customer

D. a summary of data / an analysis of sales data

Question 11

Identify the piece of legislation that covers product guarantees.

A. *Spam Act 2003*

B. *Privacy Act 1988*

C. *Competition and Consumer Act 2010*

D. *Occupational Health and Safety Act 2004*

Question 12

An example of a customer-service standard is

A.   one third of customers prefer in-store shopping.

B.   respond to all online queries and emails within 12 hours.

C.   using questionnaires is a valuable method to gather customer feedback.

D.   a document that outlines how a business should work with its customers.

Question 13

Using non-verbal cues, paraphrasing and appearing interested are all signs of

A.   hearing.

B.   active listening.

C.   information sharing.

D.   effective questioning.

Question 14

Informal learning can benefit an organisation.

An example of informal learning is

A.   participating in an online course.

B.   attending a seminar.

C.   observing a colleague.

D.   completing a qualification.

Question 15

An example of a source of stress within the workplace is

A.   lack of sleep.

B.   avoiding challenging work tasks.

C.   lack of skills to complete assigned work.

D.   fatigue leading to high levels of absenteeism.

Question 16

When setting a goal, what does SMART stand for?

A.   standard, measurable, achievable, realistic, time-bound

B.   standard, meaningful, achievable, realistic, time-bound

C.   specific, meaningful, achievable, results-oriented, time-bound

D.   specific, measurable, achievable, results-oriented, time-bound

Question 17

Identify the work task that would be the lowest priority:

A.   attending the daily staff briefing

B.   formatting next week's presentation

C.   preparing tomorrow's meeting agenda

D.   word processing a report due in one day

Question 18

An example of poor practice when sending an email is

A.   recalling a message sent in error.

B.   carbon copying relevant stakeholders.

C.   marking an important email as priority.

D.   using exclamation marks and all caps throughout an email.

Question 19

Goals and objectives would be found in which business document?

A.   business plan

B.   style guide

C.   checklist

D.   agenda

Question 20

Diversity within the workplace can be strongly linked to employee retention.

Which activity promotes diversity in the workplace?

A.   staff induction

B.   free lunch for staff every Friday

C.   individual reflection on own beliefs and attitudes

D.   acknowledgement of a range of values and beliefs

DO NOT WRITE IN THIS AREA

SECTION B

Instructions for Section B
Answer **all** questions in the spaces provided.

Question 1 (12 marks)

a. For each business document described below, identify the document name. An example is provided.   4 marks

Document description	Document name
includes an inside address, date, salutation, body and complimentary close	*business letter*
contains a list of items to be discussed at a meeting	
a record of discussion and action items from a meeting	
electronic communication with a subject, message and electronic signature	
a document with the date, subject, sender and list of recipients in the top section and message in the bottom section	

b. Guidelines for formatting text are a key component of a document style guide.

List three other guidelines that can be included in a document style guide.   3 marks

1. _____

2. _____

3. _____

c. Identify the software function needed to complete the formatting required as described in the table below. An example is provided. 5 marks

Formatting required	Software function
Type very small letters above the line of text.	*superscript*
Create the appearance of darker text by adding weight to letters.	
Remove text from one section to place in a different section.	
Change the colour of a cell in a table.	
Distribute text evenly on each line between the left and right margins.	
End the current page and start the next page.	

Question 2 (4 marks)

Jenny selects a software application to produce a product catalogue. The application allows multiple users to make changes to a document.

a. Identify **one** advantage and **one** disadvantage of using software that allows collaboration to produce a document.   2 marks

Advantage _____

_____

Disadvantage _____

_____

b. Jenny saves the file with the file name 'March Catalogue'.

    i. Identify **one** issue with the file name.   1 mark

_____

    ii. Suggest a file name that overcomes the issue identified in **part b.i.** above.   1 mark

_____

Question 3 (3 marks)

Sanjay is learning how to set up a mail merge.

a. Explain the purpose of a mail merge.   2 marks

_____

_____

b. Give an example of when a mail merge can be used in a business.   1 mark

_____

_____

Question 4 (11 marks)

Sulley is producing a business letter on behalf of his supervisor.

a.   Identify an appropriate type of software application Sulley can use to produce the business letter.   1 mark

_____

b.   Sulley is not sure what text formatting is required.

List two ways for Sulley to find out this information.   2 marks
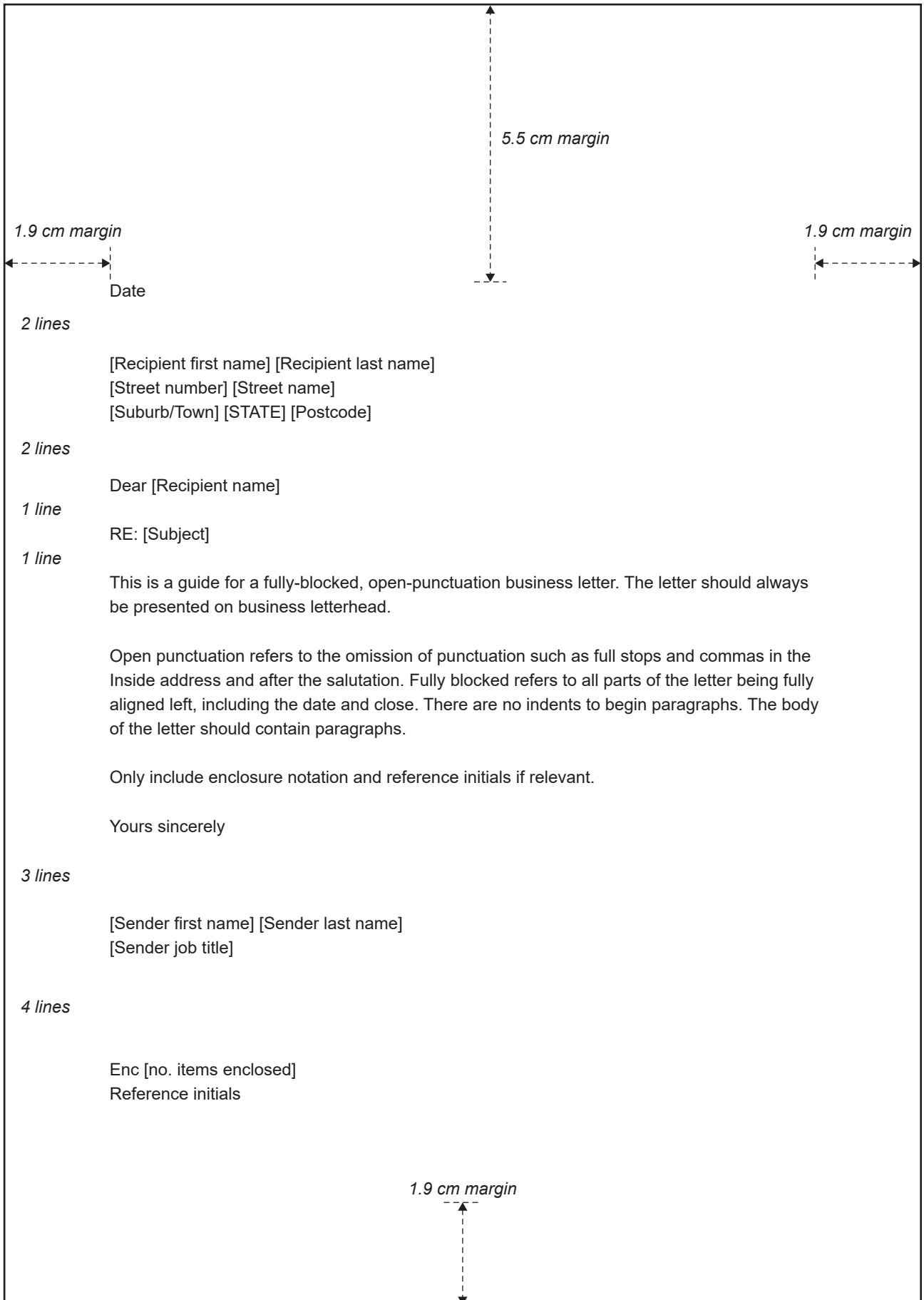
1. _____

_____

2. _____

_____

Sulley is given the following guide to produce a fully blocked, open-punctuation letter.

1.9 cm margin   *5.5 cm margin*   *1.9 cm margin*

Date

2 lines

[Recipient first name] [Recipient last name]
[Street number] [Street name]
[Suburb/Town] [STATE] [Postcode]

2 lines

Dear [Recipient name]

1 line

RE: [Subject]

1 line

This is a guide for a fully-blocked, open-punctuation business letter. The letter should always be presented on business letterhead.

Open punctuation refers to the omission of punctuation such as full stops and commas in the Inside address and after the salutation. Fully blocked refers to all parts of the letter being fully aligned left, including the date and close. There are no indents to begin paragraphs. The body of the letter should contain paragraphs.

Only include enclosure notation and reference initials if relevant.

Yours sincerely

3 lines

[Sender first name] [Sender last name]
[Sender job title]

4 lines

Enc [no. items enclosed]
Reference initials

1.9 cm margin

SECTION B – Question 4 – continued

Sulley produces the following business letter.

16 October 2023
¶
¶
¶
¶
¶
¶
¶
Martin Hayworth
14 Foster Street
Whitehall
VIC 3876
¶
¶
Dear Mr Hayworth
¶
RE: Feedback received 14 October
¶
Thank you for your feedback provided regarding your recent experience with us. I am sorry
to now that you found the service provided to be less than satisfactory.
¶
Please be assured that we take all feedback on board to better our customer's experience and I
have addressed the front-of-house team regarding your feedback. The team has worked
through the process issue that contributed to the breakdown in communication.
¶
Please accept or humblest apologies and find enclosed two gift vouchers. One is for premier
tickets for two people and the other is a food and beverage voucher.
¶
Yours sincerely
¶
¶
¶
Elsa Caffrey
¶
¶
¶
¶
Enc 2
S.P.

c. Compare the guide and the business letter that Sulley produced.

List four style or layout errors that Sulley made in the document. 4 marks

Error 1 _____

Error 2 _____

Error 3 _____

Error 4 _____

d. Identify two spelling errors in the body of the letter and give the correct spelling. 2 marks

Error	Correction

e. Suggest two ways that Sulley can share an electronic copy of the completed document with his supervisor. 2 marks

1. _____

_____

2. _____

_____

Question 5 (9 marks)

Brinkley distributes a variety of business information as an administration officer.

a. Suggest three methods to distribute the following items to the appropriate audience. Use a different distribution method for each item. 3 marks

Item	Audience	Distribution method
price list	customers	
sales report	board of directors	
image of new work site	staff members	

b. Brinkley is tasked with producing a report. He has drafted the executive summary and introduction.

Name three other sections that can be included in a report. 3 marks

1. _____

_____

2. _____

_____

3. _____

_____

c. Brinkley is producing an invitation to a staff function.

Give three pieces of information that Brinkley needs to include. 3 marks

1. _____

_____

2. _____

_____

3. _____

_____

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Question 6 (6 marks)

a. Explain the purpose of a Code of Conduct for a business. 2 marks

_____

_____

_____

_____

b. Outline two examples of how a Code of Conduct can guide communication in the workplace. 2 marks

Example 1 _____

_____

Example 2 _____

_____

c. Give **two** examples of cross-cultural differences between individuals in the workplace. 2 marks

_____

_____

_____

_____

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Question 7 (6 marks)

a.   Describe two examples of how to build rapport with customers.   2 marks

Example 1 _____

_____

Example 2 _____

_____

b.   Building rapport is an example of an interpersonal skill.

Identify two other interpersonal skills required to provide service to customers and outline
why they are important.   4 marks

Interpersonal skill	Importance when providing service

Question 8 (7 marks)

An online business gathered feedback from customers on four aspects of service delivery.

The four aspects were:

• customer ability to contact the business

• customer needs put first by the business

• capacity of team member to assist the customer

• products delivered on time

Customers were asked to use the following scale to rate their satisfaction with each aspect of service delivery.

1 = very dissatisfied
2 = dissatisfied
3 = somewhat satisfied
4 = satisfied
5 = very satisfied

The results are summarised in the following graph.

Service delivery: customer satisfaction

aspects of service delivery

Key
☐ 1 = very dissatisfied   ⊟ 2 = dissatisfied   ⊪ 3 = somewhat dissatisfied
▦ 4 = satisfied   ■ 5 = very satisfied

a. Which **one** of the four aspects of service delivery were customers least satisfied with?   1 mark

b. The customer service team would like to better understand the customer satisfaction results, as shown in the graph on page 16.

Suggest two methods the customer service team can use to better understand the customer satisfaction results.   2 marks

Method 1 _____

_____

Method 2 _____

_____

c. Several customers provided feedback that the products they received were in poor condition.

Recommend two strategies to address the issue that would lead to improved business performance.   2 marks

1. _____

_____

2. _____

_____

d. A customer contacts the business to complain about poor service. They have not received their delivery, which was expected two weeks ago.

Suggest two ways the business can respond to ensure the customer has a positive experience.   2 marks

1. _____

_____

2. _____

_____

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Question 9 (7 marks)

Taryn's supervisor asks her to gather information on a specific topic.

a. Complete the following table to outline how Taryn can ensure the quality of the information she collects. 3 marks

Information need/characteristic	Strategy to ensure the quality of information collected
clear	
current	
relevant	

b. Taryn's supervisor provides feedback that the information is insufficient.

Explain what this means. 1 mark

_____

_____

c. Taryn must share the information that she gathered with her work team in a digital format.

Identify one method Taryn can use to share the information and explain why this is a suitable method. 3 marks

Method _____

_____

_____

_____

_____

Question 10 (4 marks)

a. Outline why a record would be archived. 1 mark

_____

_____

b. Describe the importance of having clear guidelines for each of the following processes in a records-management procedure. 3 marks

Retention of files _____

_____

Disposal of files _____

_____

Version control _____

_____

Question 11 (6 marks)

Jemimah plans her work day by listing her tasks and estimating the time she will take to complete each task.

Task list
- Set up for a board meeting – 30 minutes
- Respond to emails – 30 minutes
- Prepare slides for a sales meeting – 45 minutes
- Raise invoices – 45 minutes
- Take minutes at the board meeting – 90 minutes
---

a.   Jemimah takes 75 minutes to raise the invoices.

List two possible reasons why this task took longer than she planned for.   2 marks

1. _____

2. _____

b.   Jemimah struggles with using the slide presentation software and needs to return to the task in the afternoon.

Suggest two possible professional development activities for Jemimah to improve her skills in using the software.   2 marks

1. _____

_____

2. _____

_____

c.   Explain how professional development can reduce Jemimah's stress in the workplace.   2 marks

_____

_____

_____

_____

Question 12 (5 marks)

a. Consider the following list of tasks that might be undertaken in a work environment.

List of tasks

A. Plan for an upcoming conference.

B. Replace labels on folders, changing them from black-and-white to colour.

C. Assist a colleague with their customer-focused task that is due today.

D. Prepare an agenda for a meeting scheduled this afternoon.

Categorise the list of tasks according to urgency and importance. Write the corresponding letter of each task below on the priority matrix provided.   4 marks

Priority matrix		
	Urgent	**Not urgent**
Important		
Not important		

b. Outline **one** advantage of contingency planning in a business setting.   1 mark

_____

_____

END OF QUESTION AND ANSWER BOOK