



2007 VCE VET Business Administration GA 2: Written examination

GENERAL COMMENTS

The 2007 VCE VET Business Administration examination paper was based on a case study and consisted of a range of practical questions that required short answers.

Students must understand the difference between the instructional words in questions, such as ‘list’, ‘identify’, ‘describe’ and ‘explain’. These terms guide students as to the type of answer required – whether a brief answer is sufficient or whether more detail is required. Students should not repeat the questions in their answers as this wastes valuable time and space. Abbreviations and slang are not acceptable in business communication or in this written business-related examination.

BSBCMN302A – Organise personal work priorities and development

Students performed well in Question 1, but Questions 2 and 3 were not well answered. In Question 3a. students’ responses often focused on self rather than the workplace.

BSBCMN305A – Organise workplace information

Students performed well in Question 8 and satisfactorily in Question 5 and 7. In Question 6 some students suggested scanning documents, which indicated that they had misread the question. In Question 4 students did not demonstrate their understanding of **interpersonal** skills.

BSBCMN207A – Prepare and process financial business documents

Most students performed well in Question 11, although in part b. some students did not include the notes and coins totals from part a. Satisfactory responses were recorded for Questions 10, 12a. and b. and Question 13. However, although Questions 12b. and 12c. were relatively straightforward questions, many students did not know the meaning of GST or the rate of GST. Poor responses were also provided for Question 9 – many students did not know the difference between the petty cash fund and Petty Cash Book.

BSBADM305A – Create and use databases

Overall, responses to the database questions showed a general lack of knowledge in this area. Question 14, in particular, was very poorly answered. Few students really knew the purpose of the database items listed in Question 14, nor were they able to explain the use of the primary key in Question 15b.

BSBCMN306A – Produce business documents

Satisfactory responses were given to Questions 17, 18, 19e. and 22. Question 16a. was very poorly answered; given that students would use these input devices regularly during their training and for personal use, few were able to identify them. Very few students accurately identified the letter parts in Question 19a. and many students failed to answer Questions 19b–d. and 19f. accurately. Responses to Question 16b. were slightly better, though some students struggled to provide three resources.

SPECIFIC INFORMATION

For each question, an outline answer (or answers) is provided. In some cases the answer given is not the only answer that could have been awarded marks.

BSBCMN302A – Organise personal work priorities

Question 1

Marks	0	1	Average
%	24	76	

To record and/or prioritise daily tasks.

Students answered this question well.

Question 2a.

Marks	0	1	2	3	4	5	6	Average
%	1	0	1	4	12	23	58	

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High priority	Low priority
Greet client	Enter details of 10 new clients
Schedule appointment	Print staff roster
Telephone photocopier technician	Order stationery

Students generally responded well to this question.

Question 2b.

Marks	0	1	2	Average
%	12	43	45	1.4

Unforeseen incidents such as:

- equipment failure
- power failure
- material availability
- constant chatter
- long breaks
- no work schedule
- asked to do something else more urgent by your manager
- there are a lot of customers to help which slows down the completion of other work.

Most students' responses were satisfactory.

Question 2c.

Marks	0	1	2	Average
%	8	42	50	1.4

Any two of:

- verbal
- written
- from clients/customers/manager/supervisor/colleagues.

Most students' responses were satisfactory.

Question 3a.

Marks	0	1	2	Average
%	25	49	26	1.0

Any two of:

- productivity
- profitability
- time saving
- when dealing with customers you need to be seen to be working efficiently.

Students' responses were satisfactory; however, the focus was often on self, rather than company, benefits.

Question 3b.

Marks	0	1	2	3	Average
%	17	41	31	11	1.4

Any three of:

- seek training
- discuss with your manager
- redesign your work station
- mentoring
- keep desk clear and tidy.

Students' responses to this question were satisfactory.

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BSBCMN305A – Organise workplace information

Question 4

Marks	0	1	2	3	Average
%	21	41	26	12	1.3

Any three of:


- appropriate body language
- paraphrasing
- networking
- protocol
- verbal skills
- smiling/friendly disposition/greeting
- understanding of (empathy with) client's point of view.

Few students were able to identify three appropriate interpersonal skills.

Question 5

Marks	0	1	2	3	4	5	6	7	8	9	Average
%	0	0	0	0	0	3	17	39	27	13	7.3

Question 5a.

MESSAGE	Date 1/11/07 (1)	Time 10.15 a.m. p.m.
To Chu Leong (1)		
From Ali Smith (1)	Telephone No. 9234 5678 (1)	
Details	Mobile No.	
Wants to change appointment time (1)	Fax No.	
	Email address	
	<input checked="" type="checkbox"/> Urgent (1)	
	<input checked="" type="checkbox"/> Telephoned (1) <input checked="" type="checkbox"/> Please ring (1)	
Signed 	<input type="checkbox"/> Will ring back <input type="checkbox"/> Called in	

Most students responded well to this question

Question 5b.

Email

Question 6

Marks	0	1	2	Average
%	18	63	19	1.0

Hard copy documents should be stored in filing cabinets. To ensure that the documents are securely stored, the filing cabinets should be locked (answers that did not specify this were accepted). A further security measure would be to limit (restrict) access to certain staff members. For example, information stored in personnel files is not available for all staff to view, etc.

Few students focused on **secure** storage or mentioned **locked** filing cabinets. Many suggested scanning documents, which suggested they had misread the question.

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Question 7

Marks	0	1	2	Average
%	17	32	51	1.4

Any two of:

- written questionnaires/surveys
- verbally/asking questions
- visitors' book with a comments section.

This question was mostly well answered, although some students misread the question and provided answers such as telephone and email.

Question 8a.

Marks	0	1	2	Average
%	17	19	64	1.5

- A Policy Manual is the 'what' – it describes the rules and regulation.
- A Procedures Manual is the 'how' – how the rules and regulations are applied.

Students responded well to this question.

Question 8b.

Marks	0	1	2	Average
%	22	28	51	1.3

Policy Manual	Procedures Manual
Health and safety regulations	Procedure to evacuate the building in an emergency

Most students provided satisfactory examples for either the Policy Manual or the Procedures Manual; however, the examples given in part b. were sometimes not consistent with the explanation given in part a.

BSBCM207A – Prepare and process financial business documents

Question 9a.

Marks	0	1	2	Average
%	36	41	24	0.9

Both of:

- to pay for small purchases
- to use when payment by cheque, EFT or bank transfer is inappropriate.

Question 9b.

Marks	0	1	2	3	Average
%	22	35	31	11	1.3

Any three of:

- to record details of the cash placed into the fund
- to record details of the cash withdrawn from the fund
- needed by the accountant to prepare accounts for the business
- provides a record of individual categories of expenses; for example, stationery, taxi fares, etc.

Some students who identified the difference between the Petty Cash Book and the petty cash fund answered both parts of Question 9 well. Other students had difficulty answering part b.

Question 10

Marks	0	1	2	3	4	5	6	Average
%	1	5	4	10	17	29	34	4.6

Any six of:

- dates do not match; cheque is post-dated

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- payee details do not match
- amount of cheque on butt different to that on cheque
- amount written on cheque does not match the amount in figures
- there is no signature
- not crossed 'Not negotiable'
- no balance figure shown/no total
- no reason given next to 'For'.

Satisfactory responses were given by many students, although some students did not fully **identify** the errors. For example, stating 'dates' rather than 'dates do not match' or 'the cheque is post-dated' or stating 'payee' rather than 'payee details do not match'.

Question 11a.

Marks	0	1	2	3	4	Average
%	3	0	4	6	86	3.7

Cash Received table

Notes	Number	Total value
\$100	9	900.00
50	24	1200.00
20	100	2000.00
10	99	990.00
5	164	820.00
Total		5910.00
Coins		
\$2.00	30	60.00
\$1.00	53	53.00
.50	46	23.00
.20	140	28.00
.10	160	16.00
.05	100	5.00
Total		185.00

Students answered this question very well.

Question 11b.

Marks	0	1	2	3	4	5	6	7	8	9	Average
%	2	2	2	1	2	7	20	6	12	47	7.3

Deposit for Account at Traders' Bank Date 1 November 2007 Deposit for credit in cheque account of The 321 Sports Complex \$ 9195.34 (Proceeds of cheques etc. will not be available until collected) Teller S Smithson	Traders' Bank					
	Deposit	Branch	Middlehill			
	Date 1 November 2007				NOTES	5910 00
	Drawer	Bank	Branch	COIN	185	00
	<i>D Martin</i>	<i>Mountain</i>	<i>Upper Hill</i>		27	90
	<i>B Ho</i>	<i>Traders</i>	<i>Sunnydale</i>		2399	95
	<i>M Pui</i>	<i>People's</i>	<i>Treehill</i>		232	49
	<i>C & C Leisure</i>	<i>Mountain</i>	<i>Lower Hill</i>		440	00
	PAID IN BY (Proceeds of cheques etc. will not be available until collected) <i>Name</i>	Commission	No of cheques	Teller		
	Credit (A/C name in Block Letters) THE 321 SPORTS COMPLEX	TOTAL			9195	34

One mark was available for each line.

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Most students answered this question well, although a few students placed the figures in the wrong columns or forgot to include the notes and coins total from part a.

Question 12a.

Marks	0	1	2	Average
%	19	41	41	1.2

Any two of:

- ABN
- GST amount
- supplier's name and address
- discounts (if applicable)
- invoice number
- order number
- number of units required/supplied
- unit price.

Question 12b–c.

Marks	0	1	2	Average
%	13	36	51	1.4

Question 12b.

Goods and Services Tax

Question 12c.

10%

Most students answered all parts of Question 12 well. However, some students were unable to give the meaning of GST and did not know the percentage for part c.

Question 13

Marks	0	1	2	Average
%	24	38	39	1.2

When goods have been returned to the supplier and credit is required.

Generally, this question was not well answered.

BSBADM305A – Create and use database

Question 14

Marks	0	1	2	3	4	Average
%	36	21	20	12	11	1.4

Database items	Purpose
Table	Display data in columns and rows, fields and records
Query	Seek information/ask questions on specific items/data
Form	Fill in details
Report	Formal presentation of data

This question was not very well answered.

Question 15a.

Marks	0	1	2	3	4	5	6	7	8	Average
%	2	0	0	1	7	28	48	11	3	5.6

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Field name	Data type
Enrolment number	Text or number (not autonumber)
First name	Text
Last name	Text
Date of birth	Date/Time
Postcode	Text
Allergies	Text (or yes/no)
Parent contact telephone number	Text
Hourly charge	Currency

This question was not very well answered. Again, some students appeared to be guessing the answers.

Question 15b.

Marks	0	1	2	Average
%	46	31	23	0.8

Enrolment number; because it is unique.

Very poor responses were given to this question. Few students were able to identify the correct field name or explain why it should be used, indicating a lack of understanding of the term 'primary key'.

BSBCM306A – Produce business documents

Question 16a.

Marks	0	1	2	Average
%	88	6	6	0.2

Any two of:

- computer keyboard
- scanner
- digital camera.

Question 16b.

Marks	0	1	2	3	Average
%	13	8	27	53	2.2

Any three of:

- user manual
- online help
- help desk
- ask someone in the office.

Students' responses to part a. were very poor; however, most students answered part b. well.

Question 17

Marks	0	1	2	Average
%	25	48	28	1.0

Any two of:

- uniqueness
- relevant keystrokes
- path name
- appropriateness
- organisational policies and procedures that must be followed when naming files.

Most students were able to identify at least one factor accurately.

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Question 18

Marks	0	1	2	3	Average
%	12	6	24	58	2.3

Any three of:

- floppy disk
- USB/memory stick
- CD/DVD
- palm pilot
- electronic organiser
- blackberry
- laptop
- mobile.

This question was well answered by the majority of students.

Question 19a.

Marks	0	1	2	3	Average
%	12	6	24	58	2.3

- 1. Inside name and address/Name and address of receiver
- 2. Salutation/Greeting
- 3. Body of the letter/Body
- 4. Complimentary close/Close

Many students do not know the correct terminology for the parts of a standard business letter.

Question 19b–c.

Marks	0	1	2	3	Average
%	58	22	13	6	0.7

Question 19b.

A mail merge document is a document which comprises a master/main document which, when combined with a database containing the variables (for example, various addresses), enables the same document to go to more than one person.

Some students attempted an answer but few were able to adequately explain the term.

Question 19c.

Portrait

Generally, this part was not well answered.

Question 19d.

Marks	0	1	2	Average
%	49	27	24	0.8

Spell checking is an electronic function which, when selected, checks the spelling of words but does not distinguish between words incorrectly used; for example, their and there.

Proofreading is a physical activity which requires the reader to read through the document to check spelling, grammar, layout and appropriateness of content.

Most students did not read the question carefully and very few students differentiated between the computer process and the manual process involved.

Question 19e.

Marks	0	1	2	Average
%	8	53	39	1.3

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Any two of:

- to check the layout/presentation of the document (for example, alter margins/orientation/page set up prior to printing)
- to save paper by checking the details before printing.

This question was satisfactorily answered by most students.

Question 19f.

Marks	0	1	2	Average
%	54	16	30	0.8

19fi.

Any of:

- file path and name
- writer's identification
- page number
- version control
- date.

19fii.

Any of:

- to identify the file path
- for easy location
- to meet organisational requirements
- for electronic filing
- to identify the writer.

Many students' responses to both parts of this question were unsatisfactory.

Question 20

Marks	0	1	2	3	4	Average
%	26	22	19	18	15	1.7

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.

u.c.

These changes are based on feedback received from you.

run on

- 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.

stet

hrs

We look forward to seeing you at the Complex soon.

Yours sincerely

Administration Manager

Responses were accepted if the correct symbols were used, whether or not the words were given.

This question was not well answered. It appears most students were not familiar with standard editing symbols.

2007 Assessment Report



Question 21

Marks	0	1	2	3	4	Average
%	11	17	30	24	18	2.2

Any four of:

- document holders can be used to place documents at a similar level and angle to the computer monitor in order to reduce eye strain
- improve the lighting, as poor lighting may cause eye strain
- care should be taken to reduce glare from computer screens
- fluorescent lights that flicker should be replaced as they can cause headaches
- use a footrest – if you cannot place your feet on the floor you may need a footrest as this helps prevent strain on the lower back
- use a suitable chair that has an adjustable back and chair height
- adjust heating/cooling to a more comfortable temperature.

Some students were unable to identify four measures.

Question 22

Marks	0	1	2	3	Average
%	4	27	38	31	2.0

Any three of:

- in case of failure with hard drive and/or floppy disk/USB
- virus
- fire
- theft
- risk management
- tampering.

The majority of students answered this question satisfactorily.