



## Victorian Certificate of Education 2003

# INDUSTRY AND ENTERPRISE STUDIES

## Written examination

Thursday 20 November 2003

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****Instructions for Section A**

Answer **all** questions in this section in the script book(s) provided.

**Question 1**

- Define the term **e-commerce**. Illustrate your answer with an example.
- Identify and describe **two** technological initiatives in an industry you are familiar with.

2 + 4 = 6 marks

**Question 2**

- Define the term **enterprise culture**.
- The Australian Government has been encouraging an enterprise culture. Identify and explain **two** advantages of developing an enterprise culture in Australian industry.
- How might a workplace encourage the development of an enterprise culture?

2 + 4 + 2 = 8 marks

**Question 3****Annual changes in job vacancies November 2001 to November 2002**

<b>TRADES</b>	<b>+30.7%</b>	<b>PROFESSIONALS</b>	<b>-13.7%</b>
Construction	+78.2%	Marketing and advertising	-69.5%
Wood workers	+45.5%	Organisation and information	-30.5%
Food production	+29.0%	Accountants and auditors	-29.2%
Metal	+19.6%	Science	-21.3%
Chefs	+18.8%	Social	-16.3%
Automotive	+18.6%	Health	-8.1%

Source: *The Sunday Age*, 24 November 2002, p.18

- Describe what the above table says about employment prospects in the professional sector.
- List and explain **two** reasons that account for the large increase in job vacancies in the trades sector.

2 + 4 = 6 marks

**Question 4**

- Define the term **sustainable resource use**.
- Name an industry in which sustainable resource use is a major pressure. Describe and illustrate **two** ways sustainable resource use is a major pressure in this industry.
- How has the industry responded to the pressure for sustainable resource use?

2 + 5 + 3 = 10 marks

**Question 5**

- Explain the differences between the following types of training.
  - on-the-job
  - self-paced learning
  - mentoring
- Describe **two** advantages of workplace training for **employees**.
- Describe **two** advantages of workplace training for **employers**.

6 + 2 + 2 = 10 marks

**END OF SECTION A**

**SECTION B****Instructions for Section B**

Answer **one** question in this section.

**Question 1****Topic: Quality**

‘Quality refers to systems or processes that aim to continually satisfy customers’ requirements.’

- a. Name an industry you are familiar with and describe the difference between an internal and an external customer in that industry.
- b. Give **three** reasons to explain the importance of the employee in the quality process.

4 + 6 = 10 marks

**OR**

**Question 2****Topic: Workplace flexibility**

- a. Describe the difference between job rotation and job sharing. Use an example for each term to illustrate your answer.
- b. Explain **three** strategies employers can use to encourage the development of workplace flexibility. Give examples to illustrate your answer.

4 + 6 = 10 marks

**OR**

**Question 3****Topic: Training and workplace learning**

- a. Describe the application of competency-based training in an industry or workplace that you are familiar with.
- b. Explain in detail, using examples, the difference between generic competencies and industry-specific skills.

4 + 6 = 10 marks