

SUPERVISOR TO ATTACH
PROCESSING LABEL HERE

--	--	--	--	--	--	--	--	--

Write your **student number** in the boxes above.

Letter

VET Business

Question and Answer Book

VCE Examination – Wednesday 29 October 2025

-
- Reading time is **15 minutes**: 9.00 am to 9.15 am
 - Writing time is **1 hour 30 minutes**: 9.15 am to 10.45 am

Materials supplied

- Question and Answer Book of 24 pages
- Multiple-Choice Answer Sheet

Instructions

- Follow the instructions on your Multiple-Choice Answer Sheet.
- At the end of the examination, place your Multiple-Choice Answer Sheet inside the front cover of this book.

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

Contents

	pages
Section A (20 questions, 20 marks)	2–5
Section B (11 questions, 80 marks)	7–23

Section A – Multiple-choice questions

Instructions

- Answer **all** questions in pencil on your Multiple-Choice Answer Sheet.
 - 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

Which type of software is most suitable for producing brochures?

- A. database
- B. spreadsheet
- C. presentation
- D. desktop publishing

Question 2

Organisational style guides are used to

- A. ensure consistency in the presentation of documents.
- B. ensure sales pitches are clear and professional.
- C. guide employees on dress and appearance.
- D. set customer service standards.

Question 3

The most effective technique for establishing rapport and building relationships with customers is to

- A. seek opportunities for cross-selling.
- B. find a shared experience to start a conversation.
- C. ensure the customer receives the correct product.
- D. determine whether the customer is the decision-maker for the purchase.

Question 4

An example of personal development is

- A. improving market position.
- B. increasing production capacity.
- C. avoiding collaboration with peers.
- D. building an ability to recover from setbacks.

Question 5

Which one of the following applies to the collection of personal information?

- A. Limit data collection to the use of digital tools.
- B. Only collect details needed for a defined purpose.
- C. Collect information from at least two different sources.
- D. Refer to credible websites to collect the required information.

Question 6

Which complimentary close should be used for a business letter when the recipient's name is known?

- A. Kind regards
- B. Thanking you
- C. Yours faithfully
- D. Yours sincerely

Question 7

Communication is best described as the process of

- A. listening actively.
- B. sending and receiving information.
- C. interpreting information from a recipient.
- D. giving information in oral and written form.

Question 8

What is one benefit of time blocking?

- A. Reduced multitasking improves the quality of output.
- B. Decreased reliance on a task list reduces planning time.
- C. Performing routine tasks at the same time every day creates predictability in the calendar.
- D. Using shared calendars in 30-minute intervals increases opportunities to collaborate.

Question 9

Analysing information is the process of

- A. collecting data from a variety of sources.
- B. arranging and classifying data into a structure.
- C. examining information to interpret and explain it.
- D. retaining information to make it accessible when needed.

Question 10

What is the purpose of inserting a page break?

- A. to end the current page and move to the next page
- B. to repeat content at the top of every page
- C. to add a blank page in the document
- D. to split a table

Question 11

Employees at a retail business attended a training session.

Which one of the following aspects of the training is aimed at improving the quality of customer service?

- A. closing a sale
- B. conducting phone surveys
- C. ensuring fast response times
- D. using digital tools to advertise promotions

Question 12

The benefit of having a procedure for naming and storing files is that it

- A. provides efficient access to files.
- B. eliminates the need to archive files.
- C. restricts users from editing any files.
- D. allows unrestricted access to all files.

Question 13

Which one of the following documents is distributed as a record of discussions that took place during a meeting?

- A. minutes
- B. proposal
- C. actions list
- D. staff bulletin

Question 14

You are an administrative assistant. Your colleague is meeting with a client offsite. They contact you to request a document that they urgently need to share with the client.

What is the best way to assist your colleague?

- A. Share the document on a messaging app and follow up with a phone call.
- B. Print a copy of the document and take it to your colleague.
- C. Send an email attachment to the client only and notify your colleague.
- D. Save the document to your organisation's shared cloud-based storage platform and send a follow-up text message.

Question 15

Success in achieving goals can be measured using KPIs.

KPI stands for

- A. key personal indicator.
- B. key personal information.
- C. key performance indicator.
- D. key performance information.

Question 16

An employee often works away from their office to conduct presentations.

Which one of the following file storage options would **not** be suitable for them?

- A. a USB drive
- B. a desktop hard drive
- C. cloud-based storage
- D. an internal server with remote access

Question 17

It is important to proofread a document in order to

- A. ensure accuracy and consistency of language, style and layout.
- B. correct text errors only.
- C. guarantee the content is entertaining.
- D. give credibility to the resource.

Question 18

A worker is tasked with collecting information. The worker completes the task and shares the information with their manager. The manager provides the following feedback to the worker: 'The information you have collected is well presented and readable. It appears to be correct and is fit for purpose. However, the task is not complete.'

This is because the information presented is not

- A. clear.
- B. relevant.
- C. accurate.
- D. sufficient.

Question 19

A small business wants to collect information on the current needs of its customers. The timeframe for doing this work is two weeks.

Which one of the following strategies is most suited to this task?

- A. Access records on file.
- B. Phone each customer to conduct a survey.
- C. Send each customer a link to a digital survey.
- D. Set up a stand in a shopping centre to survey passers-by.

Question 20

A technique that can be used to encourage staff to contribute to workplace discussions is to

- A. use visual aids.
- B. paraphrase.
- C. invite them to share their ideas.
- D. make eye contact when speaking.

This page is blank.

Section B

Instructions

- Answer **all** questions in the spaces provided.
 - Write your responses in English.
-

Question 1 (5 marks)

Work–life balance should be promoted in the workplace.

- a.** Define ‘work–life balance’. 1 mark

- b.** It is possible to observe stress in others.
List two signs of stress in the workplace. 2 marks

1. _____

2. _____

- c. i.** Outline **one** strategy an employer can use to support a stressed employee. 1 mark

- ii.** Outline **one** strategy an employee can use to manage their own stress that is different from the strategy outlined in **part c.i.** 1 mark

Question 2 (6 marks)

Businesses store a range of information types and have policies and procedures for managing this information.

- a. Describe the difference between public and private information. 2 marks

- b. In the table below, state whether each type of information is public or private and give one reason for each response. 2 marks

Type of information	Public or private	Reason
employment contracts		
manufacturer's designs		

- c. List two processes a business could follow when using digital tools to handle private information. 2 marks

1. _____

2. _____

Question 3 (9 marks)

- a. For each of the following documents, identify three additional details that would be communicated. Examples are provided for each.

6 marks

Document	Details communicated in the document
agenda	1. <i>date of meeting</i> 2. <i>time of meeting</i> 3. _____ 4. _____ 5. _____
business letter	1. <i>date</i> 2. <i>recipient's name and postal address</i> 3. _____ 4. _____ 5. _____

- b. In a business letter, the recipient's address is recorded in a section called the 'inside address'.

Consider the following information: Nala Clarkson is a Victorian resident who lives at 78 Maple Grove in Brentsford. The postcode for Brentsford is 3999.

Using Nala's information, write the inside address in the correct format for a fully blocked, open punctuation letter.

3 marks

Do not write in this area.

Question 4 (7 marks)

Unformatted text

The Wonders of Technology

Regular updates to technology have enabled businesses to capture a wider audience and potentially increase profits. This also means that new positions will be created and there will be greater opportunities and more scope for promotions within the company.

Professional Learning Opportunity

Obviously, additional skills will be required, which can be obtained at several educational institutions, such as Westwood Institute of Technology.

- a. Read the unformatted text above. Identify three spelling errors that would **not** be detected by a spellcheck function and give the correct spelling.

3 marks

Spelling error	Correct spelling

Do not write in this area.

- b. Compare the unformatted text on page 10 with the formatted text below.

Formatted text

The Wonders of Technology

Regular updates to technology have enabled businesses to capture a wider audience and potentially increase profits. This also means that new positions will be created and there will be greater opportunities and more scope for promotions within the company.

Professional Learning Opportunity

Obviously, additional skills will be required, which can be obtained at several educational institutions, such as Westwood Institute of Technology.

Identify two types of formatting that have been applied to each of the following excerpts in the text above.

4 marks

- 'The Wonders of Technology'

1. _____

2. _____

- 'Professional Learning Opportunity'

1. _____

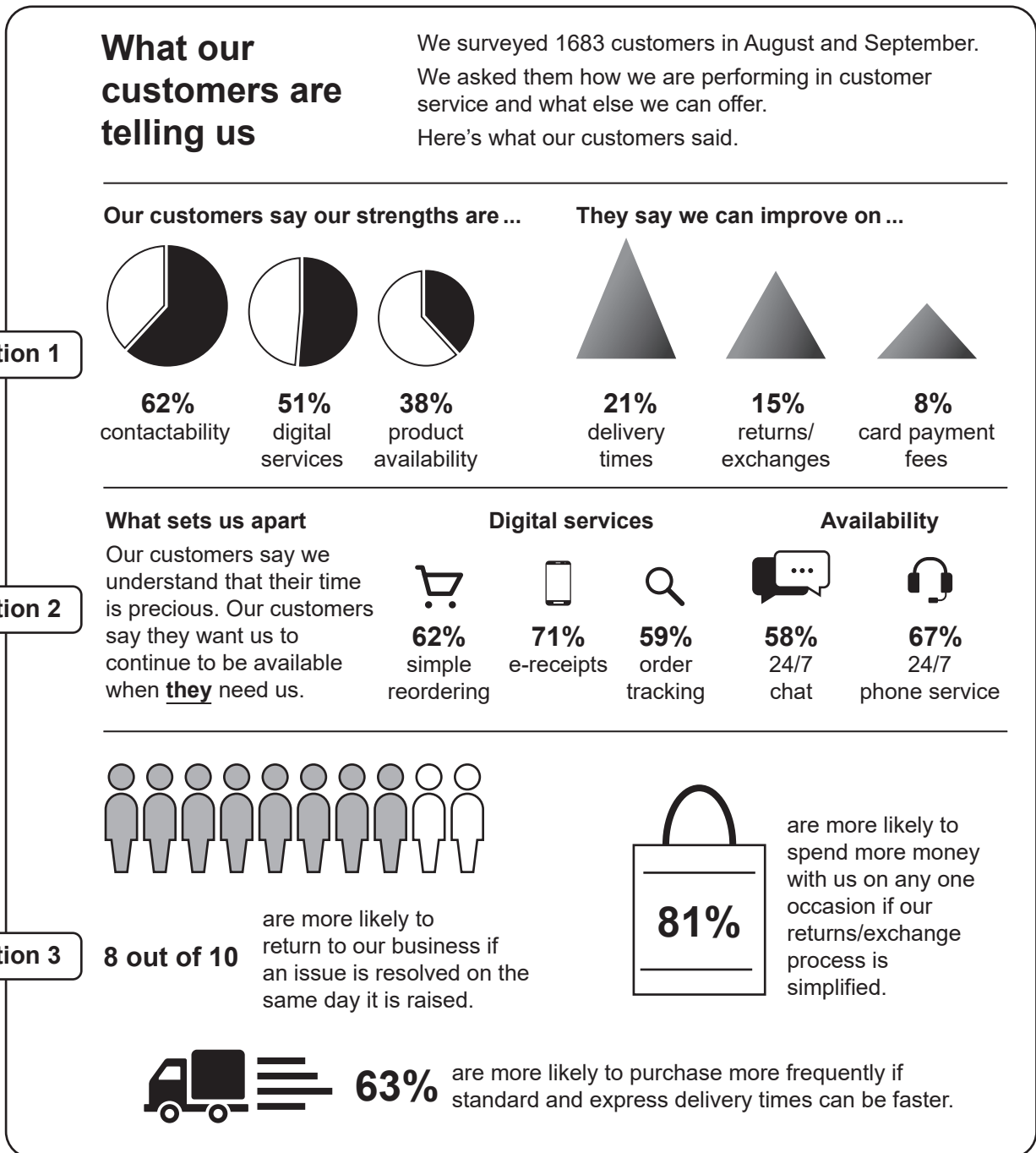
2. _____

Question 5 (13 marks)

Ryan, a customer support team member, is given the task of:

- collating raw data collected from customers
- presenting the data in a format suitable for analysis.

Ryan creates the following infographic to display key statistics.



- a. Explain why an infographic would be used. Identify **two** advantages in your response. 4 marks

- b. For Section 1, Ryan received positive feedback on the use of pie charts and negative feedback on the use of triangles.

Outline **one** advantage of using a pie chart instead of using triangles to represent the data.

1 mark

- c. For Section 2, Ryan received feedback that the order in which the data is presented is misleading compared to Section 1.

State **one** reason why this feedback was given.

1 mark

- d. Outline why it is important that graphical representation of data presents the data accurately.

2 marks

- e. In the infographic, most data is expressed as a percentage.

In Section 3, the first statistic, '8 out of 10', is not expressed as a percentage.

Give **one** reason why it is not expressed as a percentage.

1 mark

- f. Section 1 identifies that customers view 'delivery times' and 'returns/exchanges' as areas for improvement.

Consider the information in Section 3 and outline a strategy that the business can use to address each issue listed in the table below.

2 marks

Issue	Strategy
delivery times	
returns/exchanges	

- g. State **two** advantages of an employee understanding customer service standards.

2 marks

Do not write in this area.

This page is blank.

Examination continues on the next page.

Question 6 (8 marks)

When assisting customers, it is essential to understand their needs.

- a. A customer is ordering catering for an upcoming birthday party.

Write one closed question and one open question to gather information on the customer’s needs.

2 marks

Closed question _____

Open question _____

- b. Sales resources can also be used to assist customers to communicate their needs.

A customer in a paint store needs suitable products and advice for a job at home. They are finding it difficult to describe the space to be painted and the design they would like to achieve.

Identify two sales resources and describe how each could be used to understand the customer’s needs.

2 marks

Sales resource	How it could be used

- c. Outline two benefits for the business of tailoring sales resources to suit the needs of the customer.

2 marks

1. _____

2. _____

- d. Using an example, describe how **one** legislative requirement should be applied when providing information to a customer.

2 marks

Question 7 (7 marks)

Jasmine prepared the following schedule for her day at work.

AM	Check and respond to emails, monitor reception desk, help to set up the staff morning tea
PM	Prepare invoices, send reminders for outstanding payments, prepare presentation as per instructions

- a. Jasmine finds that she often does not take breaks and works late to complete her tasks.

In the table below:

- suggest two changes to the schedule's layout and style that would assist Jasmine to better manage her time
- state how each change will assist Jasmine to work more efficiently.

4 marks

Change	How the change will assist Jasmine

b. A priority matrix was prepared for Jasmine to help her with scheduling.

	Urgent	Not urgent
Important	Check and respond to emails – urgent. Monitor reception desk.	Prepare invoices. Send reminders for outstanding payments. Prepare staff meeting presentation. Check and respond to emails – remaining.
Not important		Help to set up the staff morning tea.

Suggest **one** reason for each of the following.

3 marks

- In the schedule, checking and responding to emails is one task but in the matrix it is two tasks.

- ‘Prepare presentation as per instructions’ in the schedule has been changed to ‘Prepare staff meeting presentation’ in the matrix.

- In the schedule, ‘Help to set up the staff morning tea’ is categorised only as a morning task but in the matrix it is categorised as not important and not urgent.

Do not write in this area.

Question 8 (4 marks)

Calder produced a report at the request of his manager. The report will be made public. Calder used an organisational template but made some changes to the formatting and layout in an attempt to fit the content on fewer pages. Calder received feedback that he should not have applied the formatting changes.

a. Identify two key benefits of using organisational templates.

2 marks

1. _____

2. _____

b. Calder also received feedback that the report was not saved using a suitable filename.

Apart from identifying the document as a report, list two details that could be included in the filename.

2 marks

1. _____

2. _____

Question 9 (11 marks)

Frida, a human resources team leader, is asked to facilitate a compulsory training session on workplace communication for new staff members.

Frida asks an assistant to send an email to the invited participants to notify them of the session. The assistant sends the following email. The recipients receive the email via blind carbon copy (bcc) in line with organisational requirements.

Date: Tuesday, 5 August 2025 2:31am

To:

Subject: Training

Importance: High

To all new staff,

Frida is running a training session on 09/09 10–12. Reply to confirm your attendance.

a. Outline two details that are not given in the message.

2 marks

1. _____

2. _____

b. Messages can have an impact on a recipient's perception.

State two consequences this message could have for its recipients.

2 marks

1. _____

2. _____

c. Rewrite the body of the email to convey the intended information professionally.

3 marks

Date: Tuesday, 5 August 2025 2:31am
To:
Subject: Training
Importance: High

To all new staff,

d. The email header contains details about the email.

Examine the email header and discuss **two** breaches of email etiquette that have occurred.

4 marks

Do not write in this area.

Question 10 (4 marks)



Waited 45 minutes for our meal. The waiter had no idea when we asked a couple of easy questions about the menu. A below average experience at best.

A customer care agent is responsible for posting responses to reviews. They are not sure how to respond to the negative review above.

- a.** Identify **two** steps the customer care agent can take to resolve this challenge. 2 marks

- b.** Without knowing if the customer’s review is accurate, draft an appropriate response to the post. 2 marks
