

2020 VCE VET Business examination report

General comments

The 2020 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 examination comprised two sections: Section A, which contained multiple-choice questions, and Section B, which required written responses to questions.

Advice to students

Students should:

- read the question several times to ensure understanding of what is being asked
- look for key words/terms in questions
- attempt all questions
- be specific in answering questions
- provide only the number of examples required
- refer to the previous examination reports for an indication of acceptable responses
- answer questions in a way that will demonstrate knowledge and understanding
- use correct business terminology/language when answering questions
- use their calculators to calculate math questions and write clearly to ensure numbers are legible.

Students should not:

- try to use responses from previous examination questions
- use generic terms such as 'things like that', 'someone', 'something', or the words 'efficiently and effectively'; these are unprofessional or too vague
- repeat the question in the answer; this wastes time and space
- rewrite the question as the answer.

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
1	7	82	1	10	0
2	1	90	4	5	0
3	7	10	3	81	0
4	0	2	90	7	0
5	0	46	44	10	0
6	13	34	51	3	0
7	1	23	19	57	0
8	2	78	19	0	0
9	74	17	4	5	0
10	1	0	97	1	0
11	15	3	10	72	0
12	90	2	4	4	0
13	82	7	2	9	0
14	0	1	98	2	0
15	5	60	23	12	0
16	53	21	14	11	0
17	19	6	4	70	0
18	92	4	1	2	0
19	3	13	8	75	0
20	6	18	40	36	0

Section B

Question 1a.

Marks	0	1	2	3	4	5	Average
%	1	24	21	34	0	20	2.7

The correct order was as follows:

- Plan the document.
- Design the document.

- Review and edit the document.
- Document approval.
- Finalise the document.

Generally, this question was answered satisfactorily. Students are reminded to review all aspects of document design.

Question 1b.

Marks	0	1	2	Average
%	6	32	62	1.6

Acceptable responses included two of the following:

- identify errors
- consistency and accuracy in grammar
- check spelling, punctuation and formatting
- ensure correct content and data
- add missing information
- follow the style guide
- readability.

'Professionalism' was not accepted.

Question 2

Marks	0	1	2	3	Average
%	41	33	20	7	0.9

Acceptable responses included:

- use a primary source
- date/time stamp
- signature/source of authority.

Generally, this question was answered satisfactorily. Students are reminded to be specific when answering questions. Answers such as 'use reliable information' were not accepted.

Question 3

Marks	0	1	2	3	4	Average
%	14	15	32	31	8	2.0

Acceptable responses included:

Type of document	Person who is responsible	Software application used
staff training records	HR Manager	Spreadsheet, Database (All versions accepted – Excel, MS Excel, Numbers)
promotional catalogue	Marketing Manager	Database, DTP, Adobe InDesign
revenue report	Sales Manager, Finance Manager	Spreadsheet, Database, Word

Type of document	Person who is responsible	Software application used
2021 company budget	Financial Director	Spreadsheet, Accounting i.e. MYOB Quick books

Question 4

Marks	0	1	2	Average
%	12	47	42	1.3

Acceptable responses included:

- talk with Amanda about working collaboratively
- talk with Amanda about being a mentor
- talk with manager
- PD training.

Question 5

Marks	0	1	2	3	4	5	Average
%	4	10	26	25	21	14	2.9

Acceptable responses included:

Steps taken to resolve complaint	Explanation
Listen to the customer.	<ul style="list-style-type: none"> • Be open-minded/unbiased. • Listen to the customer without interruption. • The customer needs to feel they have been heard.
Respond to the customer.	<ul style="list-style-type: none"> • Show concern/empathy/appropriate body language/tone. • Apologise for the inconvenience. • Inform the customer what you can do. • Clarify/ask questions.
Decide on the appropriate action.	<ul style="list-style-type: none"> • Ask customer what they want. • Determine what can be offered by referring to company policy. • Offer a relevant solution, such as discounts or a refund. • Ask for assistance from manager.
Take action.	<ul style="list-style-type: none"> • Act promptly in a timely manner.
Follow up with the customer.	<ul style="list-style-type: none"> • Confirm that the issue is resolved and the customer is happy/satisfied. • Follow up on what has been agreed (i.e. make a phone call to the customer). • Contact or get back to the customer.

Some students struggled with this question. They defined the steps taken to resolve complaints instead of explaining how the supervisor used each step to resolve the problem.

Question 6a.

Marks	0	1	2	Average
%	44	39	17	0.7

Acceptable responses included two of the following:

- Reduce margins of your document. The smaller margin of 0.75 inch (1.9 cm) is becoming more common.
- Adjust font size to reduce the number of pages needed.
- Use single line spacing for your document.
- Use efficient fonts like Times New Roman or Arial – these fonts use significantly less space.
- Proofread your document carefully before printing.

Students are reminded to use correct terminology such as font size and font type.

Question 6b.

Marks	0	1	2	Average
%	20	45	35	1.1

Acceptable responses included two of the following:

- Use the 'Print Preview' mode to make sure what you are printing is exactly what you want.
- Print on both sides of the paper where possible. You may also change your default print settings to double-sided printing.
- Print only the pages you need by using the 'Print Selection' function.
- Use scrap paper for less important documents.
- Print two or four pages per sheet (2-Up/4-Up) where possible.

'Scanning' was incorrect.

Question 6c.

Marks	0	1	2	Average
%	79	20	2	0.2

Acceptable responses included two of the following:

- Go to Print Preview window to preview how pages look before printing.
- Click on page layout icon on bottom right-hand side of page.
- Click on page break preview icon on bottom right-hand side of page.
- Shrink page to fit.
- Narrow margins.

Very few students answered this question correctly. Many answers referred to reducing font size or font type, which is not correct.

Question 7

Marks	0	1	2	3	4	Average
%	26	11	29	10	24	2.0

Most students identified 'body language' and 'active listening' as the interpersonal skills.

Question 8a.

Marks	0	1	2	3	Average
%	54	35	1	9	0.6

Acceptable responses included:

- \$1129.87 or \$1129.88
- \$9038.96 or \$9039.04
- \$56568.96 or \$56564.04

Very few students answered this question correctly. Many students incorrectly calculated staffing costs or incorrectly rounded to the nearest dollar. Some students used one decimal place or three decimal places instead of two decimal places. Students should use their calculators to calculate answers to questions of this type. They should write clearly to ensure numbers are legible.

Question 8bi.

Marks	0	1	2	Average
%	11	15	74	1.6

Acceptable responses included:

- The Clerks – Private Sector Award 2010 clearly states that changes to pay frequency is to be changed 'by mutual agreement'. Staff were informed of the change in pay frequency on the day they were expecting to be paid.
- There had been no notification to employees prior to payday on this matter.

Question 8bii.

Marks	0	1	2	Average
%	64	30	6	0.4

Acceptable responses included:

- Staff would have expected to be paid weekly and would have made plans accordingly.
- Staff would have arranged for direct debits, mortgage payments, train/bus/tram fares, petrol for car, insurance payments, gas bill, water rates. If the change in pay periods occurs, it would mean that employees would experience short-term hardship, which may affect the way employees perform their jobs.
- It could also mean that trust between employer and employee would deteriorate as employees would expect a fair day's pay for a fair day's work.
- Employees should not suffer consequences of suppliers not paying on time.

Many students were able to identify at least one reason. A large number repeated their response from Question 8bi.

Question 9a.

Marks	0	1	2	Average
%	48	46	6	0.6

Acceptable responses included two of the following:

- duplication of files
- duplication of space, effort and equipment
- greater costs
- takes more time to search for files
- limited access to files.

Question 9b.

Marks	0	1	2	3	4	Average
%	59	27	8	4	2	0.6

Acceptable responses included:

Purpose

- to organise documents
- file them under different categories

Advantage

- eliminates need to duplicate files
- easier/quicker to find

Disadvantage

- time-consuming to file documents
- leads to higher cost
- waste of time and resources.

Many responses showed poor understanding of cross-referencing.

Question 10

Marks	0	1	2	Average
%	17	46	37	1.2

Acceptable responses included two of the following:

- prompts reminders
- can be backed up
- easily update/use/access calendar
- less likely to be lost/misplaced
- saves paper.

Question 11

Marks	0	1	2	Average
%	46	45	9	0.6

Acceptable responses included two of the following:

- compressed files require less storage capacity than uncompressed files
- decrease in expenses for storage e.g. filing cabinets, files, tabs
- larger files may be emailed and shared
- easier to store.

Many students were able to identify at least one benefit.

Question 12a.

Marks	0	1	2	Average
%	28	39	32	1.0

Acceptable responses included:

- a personal letter is a type of letter (or informal composition) that usually concerns personal matters (rather than professional concerns) and is sent from one individual to another
- components of a business letter do not exist in a personal letter
- can use text speak
- can use emojis/slang
- formal and informal
- letterhead and no letterhead
- complimentary close can be different between the two styles.

Question 12b.

Marks	0	1	2	3	4	5	6	Average
%	32	9	17	10	16	7	9	2.3

Acceptable responses included:

Component	Purpose
Date	<ul style="list-style-type: none"> • Gives a timeline • Legal reasons • Lets the reader know how long ago the letter was written
Salutation	<ul style="list-style-type: none"> • Sets the tone of the message • Indicates if you know the recipient or not
Complimentary close	<ul style="list-style-type: none"> • Way to politely end the letter • The complimentary close chosen reflects how formal the letter is and how well you know the person you are writing to
Inside address	<ul style="list-style-type: none"> • Helps the recipient route the letter properly and is of much help should the envelope be damaged and the address become unreadable

Component	Purpose
Body	<ul style="list-style-type: none"> Main part of the letter Use short, clear, logical paragraphs to state your business Conveys the sender's message
Subject or reference	<ul style="list-style-type: none"> Summarises what the letter is about

Many students could not identify the components of a business letter. Some students incorrectly named the letterhead, logo and paragraphing. Business letters are still widely used in industry. Students are encouraged to learn how to set out a business letter and use the correct terms when referring to the components and purpose of a business letter.

Question 13

Marks	0	1	2	3	Average
%	72	22	6	1	0.4

Acceptable responses included:

- letters are personalised
- saves space on hard drive
- main/source documents can be saved and reused in the future
- consistency/readability of letters, less chance of error in data.

Many responses repeated information that was already provided in the stem. Mail merge is a time and space saving feature and widely used in industry. Students are encouraged to learn how to use it and to explain the process.

Question 14

Marks	0	1	2	Average
%	22	47	31	1.1

Acceptable responses included two of the following:

- extend delivery hours or deliver on weekend
- improve packaging procedures
- call in advance to let customers know when goods will be delivered / deliver on time
- implement tracking procedures
- employ more staff during peak periods
- choices of delivery options e.g. express/standard delivery
- implement a feedback survey.

Most students were able to identify at least one change.

Question 15

Marks	0	1	2	3	4	5	6	Average
%	2	7	27	29	31	5	0	2.9

The correct answers were:

Example	Term
time taken to deal with a customer or telephone call	KPI
use appropriate behaviour when dealing with customers	objective
minimising expenses, expanding internationally, making a profit	goal
in addition to improving customer retention, it is also important to retain your valued employees	goal
all companies operate to serve their customers	goal
gain greater knowledge of company procedures/protocols by end of month	goal

Students are encouraged to review these terms and their application.

Question 16

Marks	0	1	2	3	4	Average
%	15	29	38	16	2	1.6

Acceptable responses included:

- identify the quickest/easiest to complete
- consider resources needed
- do the most senior person's first
- take note of any deadlines
- priority matrix
- estimate how much time it will take to do the tasks.

'Delegate to another person' or 'Eat the Frog' were not accepted.

Most students were able to identify at least two ways.

Question 17

Marks	0	1	2	3	4	5	Average
%	12	22	37	21	6	1	1.9

The following is an example of an acceptable answer.

Use Save to save the document for the first time and give the document a name. Save also updates an existing file with the latest content whereas Save As allows the user to save the document under another/different name and file type such as .pdf and choose a different location/folder.

Question 18

Marks	0	1	2	3	4	Average
%	12	14	34	29	10	2.1

Acceptable responses included:

- any feedback from customers/supervisors including surveys
- number of complaints
- response time in helping customers
- conversion rate to buying the product / sales results / compare sales results with other staff
- knowledge of product
- observation of interpersonal skills when dealing with customers.