



2004 VCE VET Business Administration GA 2: Written examination

GENERAL COMMENTS

The 2004 examination paper consisted of short answer, case study and practical questions. The questions enabled the strong students to excel whilst ensuring that weaker students who had prepared well would also succeed.

Overall, students responded reasonably well to all questions in each unit of competence; however, in some cases students did not appear to read the questions carefully before answering.

BSBCMN305A: Organise workplace information

Students performed well in Question 1 but needed improvement in Questions 2 and 3.

BSBCMN207A: Prepare and process financial/business documents

Students performed particularly well in Question 4, well in Questions 6 and 8, but needed improvement in Questions 5 and 7.

BSBADM305A: Create and use databases

Students responded reasonably well in Questions 11 and 12 but needed improvement in Questions 9 and 10.

BSBCMN306A: Produce business documents

Students performed well in Questions 14 and 16, responded adequately in Questions 13, 17 and 18, but needed improvement in Question 15.

BSBCMN302A: Organise personal work priorities and development

Students performed particularly well in Question 24, did well in Questions 19 and 21a, responded adequately in Question 22, but needed improvement in Questions 20, 21b, and 23.

SPECIFIC INFORMATION

BSBCMN305A: Organise workplace information

Question 1a-b

Marks	0	1	2	3	Average
%	5	16	34	45	2.2

Question 1a

A procedures manual is a list of all procedures within an organisation, with steps to follow for each procedure.

Question 1b

It is important to use a procedures manual:

- to maintain consistency of operation throughout an organisation
- to inform casual staff/replacement staff so that they are able to carry out tasks efficiently
- for audit purposes.

Question 1c

Marks	0	1	2	3	4	Average
%	2	6	22	41	29	2.9

- company organisation chart: so that he is aware of people's positions in the organisation
- map of offices and people in those offices: so that he can direct callers to the correct area
- emergency evacuation plan: standard procedures need to be followed in emergencies
- all extension numbers for the organisation: to transfer phone calls.

Most students demonstrated a good understanding of what a procedures manual is and its application.

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Question 2a-b

Marks	0	1	2	3	4	Average
%	54	12	24	3	7	1.0

- flat drawer file or map file: needed to lay plans/large documents flat
- numeric subject: architects usually number jobs and then provide a subject; for example, floor plan, structural plan, or perhaps domestic and commercial plans
- numeric/alphabetical: if building plans include the name of the person they are for, they could be stored alphabetically.

Very few students responded adequately to this question. Most students said a 'filing cabinet' but did not specify the type of file, and most students suggested an alphabetical system rather than numeric/alphabetic system.

Question 3

Marks	0	1	2	3	4	Average
%	11	29	30	19	11	1.9

- record receipt of every application
- organise an appropriate filing method for ease of retrieval
- use cross-referencing if the applicant is applying for more than one job
- record movement in the file register
- file immediately after the application has been processed.

Less than half of the students were able to list four steps to ensure that applications for employment were not lost, misplaced or misfiled.

BSBCMN207A: Prepare and process financial/business documents

Question 4

Marks	0	1	2	3	4	5	Average
%	3	1	2	2	3	4	6.9

Hometown Bank					Deposit Slip		
Date: 5 November 2004							
Name: Leadlight Supplies Ltd					Account No: 3165 7189274		
					\$	C	
Drawer	Bank	Branch	\$	c	Notes	2000	00
B Faulkner	Melb	Sydney	29	40	Coins	141	00
Thomasetti Bros	Cwlth	Preston	540	00	Total Cash	2141	00
					Cheques	569	40
					Total Deposits	2710	40

Most students did particularly well in completing the deposit slip.

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Question 5a-c

Marks	0	1	2	3	Average
%	21	39	25	15	1.4

Question 5a

Drawer: the person/organisation who is paying the money.

Question 5b

Drawee: the bank/credit union that is facilitating the exchange of money.

Question 5c

Payee: the person/organisation who is receiving the money.

Less than half the students were able to distinguish between the drawer, drawee and payee.

Question 6

Marks	0	1	2	3	Average
%	13	21	34	33	1.9

- no signature
- figures and words do not match
- correction on cheque is not initialled
- illegible writing
- obvious signs of forgery
- correction fluid
- no date, or cheque post-dated, or dated so long ago that it is invalid
- if two signatures are required and only one is supplied.

Most students demonstrated an understanding of why a cheque would be rejected by the bank.

Question 7a

Marks	0	1	2	Average
%	31	24	45	1.2

Question 7b

Marks	0	1	2	3	4	Average
%	34	18	18	13	17	1.6

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Date	Ref	Particulars	Receipts	Payments	GST	Stationery	Travel	Postage	Staff Amenities	Sundries
2004 Oct 1	Chq 721	Advance	200.00							
7	207	Flowers for guest		26.40	2.40					24.00
9	208	Stamps		33.00	3.00			30.00		
15	209	Envelopes		11.55	1.05	10.50				
15	210	Bus fare		9.02	82		8.20			
21	211	Tea and coffee		23.10	2.10				21.00	
25	212	Overhead transparencies (1 mark)		49.50	4.50	45.00				
28	213	Permanent markers (1 mark)		11.00	1.00	10.00				
		(1 mark)		163.57	14.87	65.50	8.20	30.00	21.00	24.00
31		Balance c/f (1 mark)		36.43						
		(1 mark)	200.00	200.00						
		Balance b/f (0 mark)	36.43							
	Chq 1242	Reimbursement (1 mark)	163.57							

Approximately half of the students were able to record the vouchers required for Question 7a, but fewer were able to balance the petty cash book for Question 7b.

Question 8

Marks	0	1	2	3	4	5	6	7	8	9	10	11	12	Average
%	2	1	2	3	4	9	8	4	4	6	9	14	33	8.8

Brenton Hardware (ABN 333 234 111) 342 The Esplanade (PO Box 207), Chelsea, Victoria, 3196					
ADJUSTMENT NOTE					
Debtor: J & B Baker		Adjustment no: AN 44			
15 Dareton Road		Date: 30 Oct 2004 (1)			
MOORABBIN VIC 3189 (1)		Tax invoice no: TI-223(1)			
Particulars	Quantity	Rate	Amount	GST	Total
Tubes PVC glue	2	10.50 ea	21.00	2.10	23.10 (1)
Adjustment Amount			21.00	2.10	23.10 (1)

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Brenton Hardware (ABN 333 234 111) 342 The Esplanade (PO Box 207), Chelsea, Victoria, 3196					
TAX INVOICE					
Sold to: <u>J & B Baker</u>			Tax invoice no: <u>TI-223</u>		
<u>15 Dareton Road</u>			Date: <u>30 Oct 2004 (1)</u>		
<u>MOORABBIN VIC 3189 (1)</u>			Your order no: <u>812 (1)</u>		
Particulars	Quantity	Rate	Amount	GST	Total
PVC Pipe (250mm)	20 m	5.50 m	110.00	11.00	121.00 (1)
(PVC Pipe (150mm)	40 m	3.50 m	140.00	14.00	154.00 (1)
Tubes PVC glue	6	10.50 ea	63.00	6.30	69.30 (1)
Total Invoice Amount			\$313.00	\$31.30	\$344.30 (1)

Most students demonstrated their ability to prepare both the Adjustment Note and Tax Invoice.

BSBADM305A: Create and use databases

Questions 9a and b

Marks	0	1	2	3	4	Average
%	43	17	17	9	14	1.4

A field is one part of a record; for example, if the information is about a student, a field could be the person's first name, or identification number. A record is made up of fields; for example, 'first name', 'last name', 'street name', 'suburb', 'postcode', etc.

A record consists of various fields and data types.

Students had difficulty with this question and less than half were able to demonstrate their understanding of the differences between a field and a record in a database.

Question 10

Marks	0	1	2	3	4	5	6	Average
%	20	11	17	15	14	11	11	2.7

10i.

Field and fieldname: a field is the data that relates to a particular category; a fieldname is what that information is called.

10ii.

Database and table: a database is the entire file which may be made up of more than one table of information; a table is a set of records.

10iii.

Sort and select: select is to extract records that meet one or more criteria; sort is to place records in a particular order.

Students had difficulty with this question, with less than half demonstrating their understanding of the terms associated with databases.

Question 11-12

Marks	0	1	2	3	4	Average
%	12	12	23	29	24	2.5

Question 11

It is important to define fields in a database so that you can refine your search and specify information that you want to find.

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Question 12

Advantages of a database software package:

- data entry is faster and easier
- information retrieval is faster and easier
- information can be viewed and saved in multiple ways
- information is more secure
- information can be shared amongst several users
- duplicate data entry is minimised.

Most students were able to demonstrate competence in Questions 11 and 12.

BSBCMN306A: Produce business documents

Question 13

Marks	0	1	2	3	4	5	6	Average
%	5	7	14	19	26	20	9	3.5

13i.

Saving and closing files: a file is saved electronically so that data is not lost whilst working with the file; the file is closed before filing the document electronically for ease of retrieval.

13ii.

Headers and footers: the header appears in the top margin and can contain details such as the document name, title and date. The footer appears in the bottom margin and can contain details such as page number and document control.

13iii.

Merging documents and mail merge: an example of merging documents could involve creating a letter and using two different documents (for example, the body of the letter in one file and variables in another), merging a table from Excel into a Word document, or importing information from a separate file.

Mail merge is a function of Microsoft Word which involves creating a main document and merging this with information from another data source in order to send that document to a number of people.

Approximately half of the students were able to demonstrate competence in saving and closing files and in the use of headers and footers; however, fewer were able to explain the difference between merging documents and mail merge or describe how these different functions could be used when creating business documents.

Question 14

Marks	0	1	2	Average
%	12	17	71	1.6

- word processing package: letters, long reports, newsletters
- spreadsheet packages: charts, formula work
- database packages: maintaining files of customers, allowing the filtering of information
- accounting packages: payroll, ledgers, journals, statements
- presentation packages: creating displays, overheads.

The majority of students handled this question very well.

Question 15a-b

Marks	0	1	2	3	4	Average
%	45	3	12	5	35	1.8

Question 15a

Directories and subdirectories are created to electronically store documents that have been created on the computer. A directory is the main heading and subdirectories are the subheadings.

Question 15b

Some work might be international, some national and some local. In this case, there might be a directory titled international, with countries listed as subdirectories (for example, Australia, Mauritius, England, etc.).

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Over half of the students had difficulty with both parts a and b of this question. In some cases, students responded by referring to paper-based telephone and street directories, rather than relating their answers to the question which clearly stated 'create directories and subdirectories on his computer'.

Question 16a

Marks	0	1	2	3	4	Average
%	20	0	33	0	46	2.5

Error	Correction
increasing	increasingly
there	their

Question 16b

Marks	0	1	2	3	4	Average
%	14	0	22	1	63	3.0

Error	Correction
harware	hardware
arival	arrival

Most students responded well to this question.

Question 17

Marks	0	1	2	3	4	5	6	Average
%	6	5	11	13	19	16	30	4.0

Term	Definition	Application
Font	Style of print used in a document	Enhances the look of the document, improves readability
Margin	The left, right, top and bottom edges of printed area	Affects the layout on the page, the size of page, large amount of text – use small margins, small amount text – use large margins, same starting point at left
Thesaurus	Gives a list of word synonyms and antonyms, and also includes correct spelling	Checks the accuracy of grammar, improves grammar, reduces repetition of words, checks the understanding of words to see if the right ones are used

Most students responded well to this question.

Question 18

Marks	0	1	2	3	4	Average
%	30	6	7	36	21	2.1

- right
- left
- centered
- full/justified

Approximately half of the students demonstrated their understanding of the four types of justification shown in the samples.

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BSBCM302A: Organise personal work priorities and development

Question 19a-b

Marks	0	1	2	3	Average
%	17	20	27	35	1.8

Question 19a

- a hard disk is permanently stored in the CPU
- files may be stored on a hard disk; but for stand-alone computers, software is also stored there
- a hard disk has a greater capacity than a floppy disk
- a floppy disk is used to store files and should be stored away from the computers.

Question 19b

An organisation would use the hard disk to operate the computer and save documents, and floppy disks would be used to provide backup. Therefore, there would be dual storage of documents.

More than half of the students were able to explain the difference between floppy and hard disks, and explain their application in organisations.

Question 20

Marks	0	1	2	Average
%	57	6	37	0.8

A hard copy is the printed version of a document; a soft copy is an electronic file.

Less than half of the students were able to demonstrate their understanding of the difference between hard and soft copy.

BSBCM302A: Organise personal work priorities and development

Question 21a

Marks	0	1	2	3	4	Average
%	5	11	22	26	36	2.8

- ask your employer for feedback on your performance
- find ways of making and documenting improvements, such as checking to see if there is a policies and procedures manual to refer to
- look for ways of reducing wasted effort and materials
- ask if you are unsure of how to perform a task and then practise the task until you feel confident
- undertake extra training to improve your skills
- keep a record of achievements and assessments for reference purposes
- prioritise
- set deadlines
- keep a work schedule
- avoid time wasting.

Approximately two-thirds of students were able to provide four actions to improve work performance.

Question 21b

Marks	0	1	2	Average
%	43	21	36	0.9

- not working steadily, chatting and taking too many breaks
- not being up-to-date with the working of software packages
- not being up-to-date with the working of office equipment you are expected to operate
- not listening to instructions
- not taking care to complete your tasks to the best of your ability.

Less than half of the students were able to describe two actions that could adversely affect their work performance. Some students misread the question and provided actions that could improve performance.

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Question 22

Marks	0	1	2	3	4	5	6	Average
%	13	6	15	11	25	5	25	3.5

The goal is to assist the Office Manager with the meeting – he can't do everything himself or is not always there to do it himself, and wants to run a successful meeting. The objectives are to determine what is needed for the meeting – planning is important so that requirements are not missing on the day. Duties to perform include:

- use the ABC list to identify/clarify all the details of the meeting
- set up a schedule/checklist of tasks/responsibilities so as to identify where you fit
- from this schedule/checklist, establish a work plan for the meeting to make sure that everything is completed in time for the meeting and that nothing is overlooked
- determine what equipment and resources you will need to complete your tasks. Delays might occur if equipment is not available (for example, PowerPoint presentations need appropriate equipment).

Most students were able to provide responses to this question. However, some students did not read the question and provided suggestions for the venue (details of which were supplied in the question) and/or did not explain why each action was important.

Question 23

Marks	0	1	2	3	4	Average
%	44	6	13	6	31	1.8

- formal is a detailed appraisal of performance which often involves an interview/report
- informal is an appraisal of performance by an analysis of work completed. It's often a casual conversation in an informal setting.

Less than half of the students were able to explain the difference between a formal and informal performance appraisal.

Question 24a-b

Marks	0	1	2	Average
%	10	19	71	1.6

Question 24a

Self-assessment is personally reviewing your work performance; the way you work towards both the organisation's and your own personal work goals.

Question 24b

To ensure continuous improvement, to make sure you are working towards work and personal goals.

Most students demonstrated a very good understanding of self-assessment and its importance in a work situation.