



BUSINESS SERVICES DRAFT SAMPLE EXAMINATION

Section 7 of the *WACE Manual: General Information 2009* outlines the policy on WACE examinations.

Further information about the WACE Examinations policy can be accessed from the Curriculum Council website at

<http://www.curriculum.wa.edu.au/internet/Communications/Publications/>.

The purpose for providing a sample examination is to provide teachers with an example of how the course will be examined. Further finetuning will be made to this sample in 2009 by the examination panel following consultation with teachers, measurement specialists and advice from the VET industry specific courses advisory group.

Copyright

© Curriculum Council, 2009

This document—apart from any third party copyright material contained in it—may be freely copied, or communicated on an intranet, for non-commercial purposes by educational institutions, provided that it is not changed in any way and that the Curriculum Council is acknowledged as the copyright owner.

Copying or communication for any other purpose can be done only within the terms of the Copyright Act or by permission of the Curriculum Council.

Copying or communication of any third party copyright material contained in this document can be done only within the terms of the Copyright Act or by permission of the copyright owners.



**WACE, Draft Sample Examination 2009
Question/answer booklet**

BUSINESS SERVICES

Written paper

**Certificate II in Business
(BSB20107)**

Please place your student identification label in this box

Student Number: In figures

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

In words

Time allowed for this paper

Reading time before commencing work: ten minutes
Working time for paper: two and a half hours

Material required/recommended for this paper

To be provided by the supervisor

- Question/answer booklet containing:
- Question booklet
- Multiple-choice answer sheet

To be provided by the candidate

- Standard items: pens, pencils, eraser, correction fluid, ruler, protractor, highlighter.
- Special items: appropriate plotting and measuring instruments and calculators satisfying the conditions set by the Curriculum Council for this subject.

Important note to candidates

No other items may be taken into the examination room. It is **your** responsibility to ensure that you do not have any unauthorised notes or other items of a non-personal nature in the examination room. If you have any unauthorised material with you, hand it to the supervisor **before** reading any further.

Structure of this paper

Section	Number of questions available	Number of questions to be attempted	Suggested working time (minutes)	Marks available
One Multiple-choice	20	20	30	20
Two Short answer	8	8	120	80
Total marks				100

Instructions to candidates

1. The rules for the conduct of WACE external examinations are detailed in the booklet *WACE Examinations Handbook*. Sitting this examination implies that you agree to abide by these rules.
2. Answer **Section One** questions on the multiple choice answer sheet provided using a 2B pencil.
3. Answer **Section Two** questions in the Question/Answer Booklet in blue or black ballpoint or ink pen. Wherever appropriate, fully labelled diagrams and examples should be used to illustrate and support your answers.
4. You must be careful to confine your responses to the specific questions asked and to follow any instructions that are specific to a particular question.

Section One: Multiple-choice**20 Marks**

This section contains **twenty (20)** multiple-choice questions. Attempt **all** questions. Answer in the multiple-choice answer sheet provided.

Suggested working time: 30 minutes.

1. The **three** most common ways written information is exchanged in the workplace is by
 - (a) memo, fax, letter.
 - (b) fax, SMS text, letter.
 - (c) memo, email, SMS text.
 - (d) letter, fax, email.

2. Which of the following is the **best** method of informing a large number of people about a new publication?
 - (a) electronic mail
 - (b) fax message
 - (c) telephone message
 - (d) conventional mail

3. The **best** way for a business to seek feedback is by
 - (a) providing a 'suggestions box' for customers/clients.
 - (b) asking customers/clients to refer your business to others.
 - (c) conducting customer/client surveys and questionnaires.
 - (d) having informal conversations with customers/clients.

4. Which of the following is the **most** effective communication skill when dealing with verbal customers enquiries face to face?
 - (a) clarify information by asking questions politely
 - (b) politely repeat everything the customer says
 - (c) politely refer the customer to another colleague
 - (d) politely listen without interrupting customer

5. What is **not** part of the rights and responsibilities of an employee?
 - (a) payment of wages and salaries
 - (b) being punctual and reliable
 - (c) maintaining confidentiality and privacy
 - (d) observing health and safety regulations

6. Teams work most effectively in the workplace when all employees
 - (a) are trained for a common job.
 - (b) are paid a common wage.
 - (c) meet common designated goals.
 - (d) are able to work common hours.

See next page

7. The three **most** important decisions to be made when setting up a filing system involve the
- (a) type of storage, system of classification and type of index to be used.
 - (b) type of software, the brand of computer and the type of storage to be used.
 - (c) system of classification, type of index and type of software to be used.
 - (d) brand of computer, the type of index and the type of storage to be used.
8. The **best** way to electronically store workplace information is by using a combination of
- (a) a CD-ROM, a computer hard drive and a portable storage device.
 - (b) lever arch files, the internet and a microfiche drive.
 - (c) a computer hard drive and the internet.
 - (d) a CD-ROM, lever arch files and a portable storage device.
9. An electronic document that is already formatted for desk top publishing is called
- (a) an address book.
 - (b) a template.
 - (c) a memo.
 - (d) an email.
10. Businesses outline their organisational policies and procedures for the production of documents to ensure consistent use of
- (a) stationery, punctuation style, greeting and signature lines.
 - (b) grammar, spelling, punctuation style.
 - (c) greeting, filing systems and security.
 - (d) stationery agendas, memos and faxes.
11. In order to create a chart from a spreadsheet the following must be selected.
- (a) an active data cell
 - (b) an absolute data cell address
 - (c) a data range
 - (d) a relative data cell address

Question 12 refers to the spreadsheet data below.

	A	B	C	D
1	Months	Sales		
2	July	\$900		
3	August	\$1,200		
4	September	\$5,200		
5	October	\$4,200		
6	November	\$800		
7	December	\$3,590		

12. Which formula below would be used to calculate total sales in \$ for the months July to December?

- (a) =MAX(B1:B7)
- (b) =SUM(B1:B7)
- (c) =SUM(B2:B7)
- (d) =MAX(B2:B7)

13. Safety in the workplace is officially monitored by

- (a) members of staff who have expertise in first aid.
- (b) Occupational Safety and Health officers.
- (c) a committee of managers from each department.
- (d) Worksafe officers who regularly visit the workplace.

14. The **best** way to correctly lift a heavy object upwards is to

- (a) secure your grip, bend your knees and keep your back straight as you lift the object slowly.
- (b) bend your back and keep your legs straight as you lift the object quickly.
- (c) bend your knees and your back as you secure your grip to lift the object slowly.
- (d) secure your grip and keep your legs and back straight and lift the object slowly.

15. Standard procedures are developed in business so that

- (a) one person can perform all tasks in the business to set standards.
- (b) it is not necessary to write job descriptions for all the tasks to be done.
- (c) a particular task is done the same way, no matter who is doing the task.
- (d) the business can expand into a franchise and standards are maintained.

16. Which of the following are most likely used to take messages, order lunch for a board meeting and place the stationery order?

- (a) telephone, email and fax
- (b) blackberry, telephone and photocopier
- (c) printer, telephone and fax
- (d) scanner, telephone and blackberry

17. A group becomes a team when

- (a) each member of the group achieves his or her individual goal or purpose.
- (b) one member of the group emerges and controls the purpose of the others.
- (c) all members of the group develop a common purpose or mission.
- (d) a member emerges as the leader of the group to achieve the purpose.

18. The organisational structure of a business refers to the organisation of the

- (a) responsibilities of teams of staff members.
- (b) location of how and where staff work.
- (c) responsibilities of management and leadership.
- (d) roles and responsibilities of allocated jobs.

19. A hard disk drive is a

- (a) device for the USB port.
- (b) data storage device.
- (c) computer output device.
- (d) data display monitor.

20. Which of the following is used to electronically send personalised documents to a large number of people quickly and efficiently?

- (a) templates
- (b) mail merge
- (c) group print
- (d) letter wizard

END OF SECTION ONE

Section Two: Short answer**80 Marks**

This section has **eight (8)** questions. Attempt **all** questions.

Suggested working time: 120 minutes.

Question 1**(9 marks)**

- (a) Refer to the table below which provides one completed example of a workplace communication task, the appropriate method to carry out the communication task and the associated equipment (if required) to complete the communication task.

Complete the following table for the remaining **five (5)** communication tasks.

(5 marks)

Communication Task	Appropriate communication method	Equipment used to carry out the communication task
Distribute meeting minutes	Internal email or original copy	Computer Delivered to workspace
Change to company staffing policy		
Order stationery		
Written confirmation of services offered to client		
Confirm a meeting with a supplier		
Discuss start times with employee		

- (b) List and explain the importance of **two (2)** appropriate communication skills which could make communication with people from diverse cultural backgrounds more effective.

(2 marks)

(c) List **seven (7)** areas which would be essential to include in this “induction kit”.

(7 marks)

(d) State one workplace policy related to antidiscrimination legislation. Explain how non-compliance may reduce the efficiency of a business.

(2 marks)

Question 3

(12 marks)

(a) Explain in detail the steps involved in the following tasks. Give an example of either a paper-based or software-based system.

Task 1: Establish a new file for inclusion in an established filing system.

(2 marks)

Task 2: Remove or relocate dead or inactive files.

(2 marks)

Task 3: Implement security procedures related to a new confidential file.

(2 marks)

(b) Explain your choice of a software application that would be used to produce and present a brochure on Occupational Safety and Health.

(2 marks)

(c) Software functions can be used to maintain the consistency of the design and layout of documents. List and explain the **two (2)** software functions involved in formatting a word processing document.

(2 marks)

(d) Name **two (2)** written or electronic sources of reference information you would use to overcome problems related to formatting documents.

(2 marks)

Question 4

(8 marks)

(a) Name **four (4)** advantages of a spreadsheet for presenting information or data.

(4 marks)

(b) Describe the function of the following spreadsheet items.

(2 marks)

Item	Description of the function
Sheet tabs	
Tool bars	

(c) Using an example, explain how you would use a pre-set function of a spreadsheet to carry out a calculation related to data in a spreadsheet.

(2 marks)

Question 5

(7 marks)

(a) People in a business work place spend many hours at a computer workstation. At the end of the day they experience physical discomfort, watery eyes lower back ache and headaches. Describe **three (3)** measures they could take to improve the ergonomics of their work station.

(3 marks)

(b) Draw a flow diagram that represents the **four (4)** steps (in correct order) that staff need to follow in the event of a fire emergency in the business workplace.

(4 marks)



Question 6

(10 marks)

(a) Give **four (4)** reasons for having a “work schedule” in the business workplace.

(4 marks)

(b) In the table below, place the numbers 1, 2, 3, 4, 5 and 6 against the tasks in decreasing order of priority of tasks.

i.e. 1=highest priority duty/task and 6 =lowest priority duty/task.

(4 marks)

Duty/Task	Priority of duty/task
Answering the telephone.	
Entering and updating all client contacts and notes of meetings.	
Place stationery order with supplier.	
Organise food and beverage for the board meeting the following day.	
Greet clients as they arrive and show to appropriate conference room.	
Enter all post received and to be posted into appropriate database.	

(c) Explain why you gave task number 1 the highest priority and why you gave task number 6 the lowest priority.

(2 marks)

Question 7

(10 marks)

(a) List and explain the importance of **four (4)** important skills which promote teamwork to ensure workgroup goals are met.

(8 marks)

(b) Use an example to explain how you have acted on suggestions made by a work-based team to improve workplace outcomes.

(2 marks)

Question 8

(8 marks)

- (a) List the measures you would take to ensure that workplace security requirements related to confidential electronic mail or internet download information are followed.

(2 marks)

- (b) Describe the process which should be followed when shutting down your work computer at the end of the day.

(4 marks)

- (c) Explain why it is necessary to follow the process to shut down your work computer at the end of the day.

(2 marks)

END OF PAPER

ACKNOWLEDGEMENTS