



**Victorian Certificate of Education
2006**

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

STUDENT NUMBER

Figures
Words

Letter

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**VCE VET BUSINESS
ADMINISTRATION
Written examination**

Wednesday 1 November 2006

Reading time: 9.00 am to 9.15 am (15 minutes)

Writing time: 9.15 am to 10.45 am (1 hour 30 minutes)

QUESTION AND ANSWER BOOK

Structure of book

<i>Number of questions</i>	<i>Number of questions to be answered</i>	<i>Number of marks</i>
26	26	153

- Students are permitted to bring into the examination room: pens, pencils, highlighters, erasers, sharpeners, rulers, and one scientific calculator.
- Students are NOT permitted to bring into the examination room: blank sheets of paper and/or white out liquid/tape.

Materials supplied

- Question and answer book of 19 pages.

Instructions

- Write your **student number** in the space provided above on this page.
- Answer **all** questions in the spaces provided.
- All written responses must be in English.

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

The following scenario relates to all questions within this examination.

Your name is Chloe Waters and you work for Perfect Party Planners Ltd. You have just been promoted to Office Supervisor, so some of your tasks will be taken over by the new Office Assistant, Susan Jenkins. She will now be in charge of the petty cash fund and doing the banking.

Question 1

- a. What is the purpose of the petty cash fund?

2 marks

- b. i. Why is it important to always write out a voucher before handing over any money?

- ii. Who must sign the voucher?

2 + 1 = 3 marks

To help Susan understand when it is acceptable to pay out petty cash, you show her a number of completed vouchers, then you give her a little test to see if she understands.

- c. Circle the number beside the items below that would **not** be refundable by petty cash.

- i. Flowers for the reception area
- ii. Taxi fare for urgent documents to be delivered
- iii. Air fare from Melbourne to Perth
- iv. Tea and coffee
- v. Money for office junior's lunch
- vi. Packet of highlighters/pens

2 marks

Question 2

Complete the petty cash book below by

- a. i. completing the GST and other columns
- ii. totalling all the columns
- iii. balancing the petty cash book, on 7 November, showing the amount of the reimbursement.

Petty Cash Book

Date	Ref	Particulars	Receipts	Payments	GST	Stationery	Travel	Postage	Staff amenities	Sundries
Oct 30	Chq 6636	Reimbursement	183.90							
		TOTAL	200.00							
31	048	Wrapping paper		15.95						
Nov 1	049	Flowers		33.00						
	050	Express Post parcel		11.33						
2	051	Taxi fare		48.40						
3	052	Display folders		55.50						
		TOTAL								

5 + 1 + 5 = 11 marks

b. Complete the reimbursement cheque No. 6341.

Reimbursement cheque

Date 7 November 2006			<p>Waterford Bank Mount Albert Branch</p> <p style="font-size: 2em; transform: rotate(-45deg); opacity: 0.5;">Not Negotiable</p> <p>Date <u>7 November 2006</u></p> <p>Pay _____ or bearer</p> <p>The sum of _____</p> <p>_____ \$ _____</p> <p style="text-align: right;"><i>C. Waters</i></p> <p style="text-align: right;">Perfect Party Planners Ltd</p> <p> 236341 063 33 2018 </p>
To			
For			
	\$	c	
Balance	35 120	00	
Deposits	1 330	22	
Balance			
This cheque			
Balance			
236341			

7 marks

Question 3

Susan will also be responsible for doing the banking.

List **three** things you should verify on a cheque before banking it.

1. _____
2. _____
3. _____

3 marks

Question 4

Use the information below to complete the following:

- the merchant summary (credit card transaction summary)
- the deposit slip

DETAILS

Total coins \$ 455.00

Total notes \$ 3550.00

Cheques

Mount Alfred Community Bank	STAMP DUTY PAID	39571	Date <u>25.10.06</u>
Mount Alfred	<i>Not Negotiable</i>	Pay <u>Perfect Party Planners Ltd</u> or bearer	
The sum of <u>Seventy-two dollars 50 cents</u>			
		<u>\$72.50</u>	
K BROWN 39571 235-746 81-4723	<u>K Brown</u>		

Federal Bank	STAMP DUTY PAID	29476	Date <u>15/10/06</u>
Morningside	<i>Not Negotiable</i>	Pay <u>Perfect Party Planners Ltd</u> or bearer	
The sum of <u>One hundred and fifty dollars & 20 cents</u>			
		<u>\$150.20</u>	
JOHN PRIDEAUX 29476-746 72-2889	<u>J Prideaux</u>		

Federal Bank	STAMP DUTY PAID	142898	Date <u>27/10/06</u>
Mount Alfred	<i>Not Negotiable</i>	Pay <u>Perfect Party Planners Ltd</u> or bearer	
The sum of <u>One hundred and forty-five dollars 50 cents</u>			
		<u>\$145.50</u>	
Janice Martin 142898 235-746 72-2889	<u>.....</u>		

a. Merchant summary (credit card transaction summary)

4973 3588 3467 2597 Perfect Party Planners Ltd Valid from 04/06 Expires 03/07	MERCHANT SUMMARY			7/11/06
	Type	No. of items	Amount \$	
	Sales vouchers	7	963	40
	Less credit vouchers	1	120	00
	Total			
If value of credits is greater than sales, enter minus sign and circle the total amount				

1 mark

b. Deposit slip

WATERFORD BANK Grey Lynn Branch		DEPOSIT SLIP		
		7 November 2006		
The sum of		Notes		
.....			Coins	
.....				TOTAL
			Credit cards	
			Cheques	
			TOTAL	
Teller	No. of items	Paid in by		
		(Signature)		
FOR CREDIT OF	Account name Fancy Party Hire Ltd	Account number 47289		
Proceeds of cheques etc. will not be available until cleared				

Reverse of deposit slip

PARTICULARS OF CHEQUES					
	Drawer	Bank	Branch	Amount	
1					
2					
3					
			TOTAL		

11 marks

TURN OVER

Question 5

Perfect Party Planners Ltd sold some goods to Ideal Items Incorporated. It is Chloe’s responsibility to complete the invoice and to ensure the details are correct. The goods were ordered on 19 October 2006 and invoiced on 23 October 2006. The order number was 4345.

- a. Complete the GST and total the columns in the tax invoice below.

<p>Perfect Party Planners Ltd (ABN 333 234 111) 145 Talbot Road (PO Box 1392) CHURCHFORD VIC 3148</p> <p>TAX INVOICE</p>					
Sold to: <u>Ideal Items Incorporated</u>			Tax invoice No. TI66783		
<u>145 Belmont Road, Churchford 3148</u>			Date _____		
<u>Victoria</u>			Your order No. _____		
Particulars	Quantity	Rate	Amount \$	GST \$	Total \$
Feathered masks	30	\$1 each	30.00		
Poppers	12 boxes	\$6 per box	72.00		
Assorted fancy paper hats	100	\$1 each	100.00		
Happy birthday banners	10	\$4 each	40.00		
TOTAL INVOICE AMOUNT					

7 marks

Unfortunately the packer included two banners that read ‘Merry Christmas’ instead of ‘Happy Birthday’, so they were returned by Ideal Items Incorporated.

- b. Complete the adjustment note that Perfect Party Planners Ltd then had to send, dated 30 October 2006.

<p>Perfect Party Planners Ltd (ABN 333 234 111) 145 Talbot Road (PO Box 1392) CHURCHFORD VIC 3148</p> <p>Adjustment Note</p>					
To: <u>Ideal Items Incorporated</u>			Adjustment Note Number 492		
<u>145 Belmont Road, Churchford 3148</u>			Date _____		
<u>Victoria</u>			Tax invoice no.: T166783		
Particulars	Quantity	Rate	Amount \$	GST \$	Total \$
TOTAL					

3 marks

Question 6

Name the most appropriate software for producing

- a. a business letter

1 mark

- b. a report containing details of monthly sales figures for January–July 2006

1 mark

- c. customer, staff and product data

1 mark

- d. an interesting and attractive presentation of information about a proposed play park development.

1 mark

Question 7

- a. *Perfect Party Planners Ltd Procedures Manual* contains a set of sample documents with details of how they are to be prepared. List **three** items that may be included in the instructions of the procedures manual.

1. _____

2. _____

3. _____

3 marks

- b. Chloe has asked Susan to prepare the following documents identified in the 1st column. Complete the table by identifying a software application used for each document.

Type of document	Software application
<ul style="list-style-type: none"> • a list of 200 South Australian clients • roster system for covering reception during lunch times • emergency contact telephone numbers for all staff 	<ul style="list-style-type: none"> • • •

3 marks

- c. From the software applications you have selected above, choose **one** and describe why it is appropriate for the particular document.

2 marks

TURN OVER

Question 8

Explain why it is important to

- a. work in good light

1 mark

- b. sit correctly at your computer

1 mark

- c. keep your desk tidy with everything in easy reach.

1 mark

Question 9

- a. You have just joined two computer-generated documents together. What is this process called?

1 mark

- b. Name the process where a number of separate names and addresses from a database are combined with a form letter.

1 mark

Question 10

Although your computer has a spellcheck facility it has not picked up the incorrect use of some words in the following passage. Find the incorrect words in the passage and complete the table below.

BEAR ACTIVITIES

Polar bears are the largest land carnivores. They are twice as big as a tiger.

Male polar bears grow two to three times the size of female polar bears. They weigh about 350–650 kg and are about 2.5 to 3 metres long and females can weigh as much as 500 kg.

The coat can vary from pure white to creamy yellow to light brown depending upon season and angle of light.

Polar bear legs are large and stocky. Even though they are amazing swimmers, with water-repellent coats and partially webbed paws, the bears prefer to use chunks of ice as rafts to get around. They have been known to run at speeds of 40 miles (64 km) an hour.

When hunting for food they use their sense of smell which is 100 times better than ours. They hunt for seals and large fish, and scavenge for dead walrus or walrus.

Incorrect word	Correct word
1.	
2.	
3.	
4.	
5.	
6.	

6 marks

Question 11

Susan has been given an edited document to re-type. State the meaning of these editing instructions in the table below.

Polar bears have a 4-inch (10 cm) thick layer of blubbery fat to keep them warm *stet*

There were (22) people present *spell*

He wanted to first go so he could set up camp *trs*

ACTING CHAIRMAN *l.c.*

Edits	Meaning
<i>stet</i>	
<i>spell</i>	
<i>trs</i>	
<i>l.c.</i>	

4 marks

TURN OVER

Question 12

Name **three** common storage devices for computer data.

1. _____
2. _____
3. _____

3 marks

Question 13

Name **two** examples of information that a software package User Manual could contain.

1. _____
2. _____

2 marks

Question 14

ABC Engineering 442 High Street Malvern
18 October 2006 mrAlan Francis, 16 White Street PRAHRAN VIC 3181 Dear mr francis
Unpaid Invoice No 54200
Our records show that you have not yet paid the above invoice, dated 16 July 2006. We would appreciate payment by the end of this month.
If you have already made payment, please contact our Accounts Department to discuss the matter.
Yours sincerely
Sue Collins Accounts Manager

- a. Susan was asked to prepare a fully blocked letter.
From the draft above, identify six errors which can include content and/or appearance of the letter.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

6 marks

- b. Suggest a useful computer **filename** for saving this letter to allow it to be easily identified.

1 mark

TURN OVER

Question 15

What are **three** benefits an electronic database has over a paper-based system?

1. _____
2. _____
3. _____

3 marks

Question 16

a. When designing a database, is it better to have a few large fields or many small fields?

1 mark

b. Explain your answer.

1 mark

Question 17

In a customer database, what method is used to prevent confusion when two clients share the same first and last names?

1 mark

Question 18

Select two ways of entering new data into an electronic database from the following (circle the correct words).

tables queries reports forms

2 marks

Question 19

Susan has been asked to design a customer database for Perfect Party Planners to hold the following information.

0051	Nancy	Wong	12 Athol Rd	Parkwood	3052	48 1234	0405 234
0052	John	Vella	63 Smith St	Collingville	3066	16 3456	0422 123
0053	Jenny	Vella	63 Smith St	Collingville	3066	16 3456	0421 987
0054	Suzie	Nguyen	18 Elizabeth St	Richway	3121	28 3579	0424 656
0055	Andrew	Black	32 David St	Brunsmore	3056	86 5454	0408 543
0056	Martin	Harris	25 Wattle Ave	Prestwick	3072	80 9876	0422 989
0057	Alison	Costas	54 James St	Northborn	3070	86 8787	0425 656
0058	Frank	Jones	44 High St	Northborn	3070	89 4321	0403 456
0059	Helena	Roberts	564 Lygon St	Brunsmore	3056	83 2345	0423 545
0060	Richard	Olivera	87 Dundas St	Prestwick	3070	42 5656	0402 323
0061	Angela	Martin	453 Spencer St	Fitzhurbet	3065	16 7575	0432 789
0062	Greg	Jarvis	7 Comas Ave	Parkwood	3052	45 4747	0405 414

- a. How many fields would be necessary to create this database?

1 mark

- b. How many records are there in this database?

1 mark

- c. Imagine you are designing this database. In the following table, write down the field names you would use. Next to each field name, write the data type for each field, using one of the following choices: text, number, date/time, currency.

Field name	Data type

8 marks

Question 20

Today is 1 November 2006.

Chloe has asked her assistant, Susan, to prioritise her tasks. In the table below is an example of one day's work schedule. Prioritise these tasks by placing a number next to the task, with number 1 for the highest priority and number 9 for the lowest priority.

Susan	Priority
1. Type the monthly report – three pages including spreadsheet containing monthly figures	
2. Photocopy eight copies of the report to be handed to members at their meeting on 10 November	
3. Complete and balance the petty cash book	
4. Complete a request form for a cheque for reimbursement for petty cash fund	
5. Prepare the banking	
6. Take banking to the bank	
7. Drop off brochure containing price list at Wonderwear Inc, two blocks away, before 2.00 pm	
8. Post the mail on her way home	
9. Open mail and deliver to relevant people in the organisation	

9 marks

Question 21

Chloe must ensure that the company's Annual Report is prepared and ready to be sent out by 20 November 2006. Beside each task below, state what business technology (that is, hardware and/or software), if any, she would use.

Task	Technology
Work out how long it is going to take to type 30 pages	
Prepare the Annual Report (30 pages)	
Proofread	
Photocopy 20 copies – double-sided and stapled	
Prepare a covering letter to send with the report	
Prepare a list of names and addresses	
Print the address labels	
Stick the labels on the envelopes	
Put an Annual Report in each envelope with the covering letter	
Stamp the envelopes	

10 marks

Question 22

At the end of Susan's first month Chloe gives her a performance appraisal.

a. How would Chloe do this?

2 marks

b. How does the performance appraisal benefit the following?

i. Susan

ii. Perfect Party Planners Ltd

2 + 2 = 4 marks

c. State **two other** ways in which Susan could judge her work performance.

1. _____
2. _____

2 marks

Susan is really happy that she has gained extra knowledge by learning to do the banking and to look after the petty cash. She has also decided to do an advanced computer course over the next few months in her own time.

d. What advantages are there for Susan to continue to develop her knowledge and skills?

2 marks

TURN OVER

Question 23

Following Susan’s successful appraisal, Perfect Party Planners Ltd has decided that she should be responsible for the company’s filing.

- a. In the table below, tick the most suitable filing classification for each item listed. Only **one** classification is required for each item.

Item	Alphabetic	Numeric	Subject	Chronological	Geographic
Letters to clients/suppliers					
Product listings					
Price lists					
Memos to staff					
Sales territories e.g. metropolitan, regional					
Invoices/Statements/Financial documents					
Incoming orders					
Special events brochures					

8 marks

The manual files (hard copy) of Perfect Party Planners Ltd are too full.

- b. What **two** measures could be taken to deal with this situation?

1. _____
2. _____

2 marks

Question 24

Perfect Party Planners Ltd has many different types of hard copy material it needs to keep.

List **three** different storage facilities for this material.

1. _____
2. _____
3. _____

3 marks

Question 25

If a particular document is required in more than one department at Perfect Party Planners Ltd, suggest a procedure to allow access to this document by all departments.

2 marks

Question 26

Perfect Party Planners Ltd has decided to save on paper wastage and reduce its environmental impact by using the back of single-sided computer print-outs for draft copies and by introducing a paper recycling bin.

a. What important security issue must be considered?

b. How would you deal with this issue?

1 + 1 = 2 marks

Total 153 marks