



B O A R D O F S T U D I E S
NEW SOUTH WALES

2001

**HIGHER SCHOOL CERTIFICATE
EXAMINATION**

Business Services — Office Administration

General Instructions

- Reading time – 5 minutes
- Working time – 2 hours
- Write using black or blue pen
- Board-approved calculators may be used
- Write your Centre Number and Student Number at the top of pages 9, 11 and 13

Total marks – 80

Section I Pages 2–6

15 marks

- Attempt Questions 1–15
- Allow about 15 minutes for this section

Section II Pages 9–16

35 marks

- Attempt Questions 16–18
- Allow about 45 minutes for this section

Section III Pages 17–18

30 marks

- Attempt TWO questions from Questions 19–21
- Allow about 1 hour for this section

Section I

15 marks

Attempt Questions 1–15

Allow about 15 minutes for this section

Use the multiple-choice answer sheet.

Select the alternative A, B, C or D that best answers the question. Fill in the response oval completely.

Sample: $2 + 4 =$ (A) 2 (B) 6 (C) 8 (D) 9
A B C D

If you think you have made a mistake, put a cross through the incorrect answer and fill in the new answer.

A B C D

If you change your mind and have crossed out what you consider to be the correct answer, then indicate the correct answer by writing the word **correct** and drawing an arrow as follows.

A B C D
correct ↙

- 1** What is the difference between A4 and A3 paper?

 - (A) Colour
 - (B) Density
 - (C) Lustre
 - (D) Size

- 2** Which of the following may cause damage to a diskette?

 - (A) Using it near a magnetic field
 - (B) Keeping it away from a heat source
 - (C) Writing on the label before placing it on the diskette
 - (D) Using the diskette near to the visual display unit in the workstation area

- 3** Which of the following computer functions is able to aid in reducing paper wastage?

 - (A) Sort
 - (B) Input text
 - (C) Print preview
 - (D) On-line help

- 4** When photocopying from original material, you would need a knowledge of which of the following?

 - (A) Code of practice
 - (B) Copyright laws
 - (C) OHS laws
 - (D) Trademark regulations

- 5** By law, if a book contains 60 pages, up to how many pages are you allowed to photocopy before you breach copyright?

 - (A) 5 pages
 - (B) 6 pages
 - (C) 10 pages
 - (D) 12 pages

- 6 What does it mean when an administrative assistant has indexed/coded a document?
- (A) They have stored the document on the back-up disks.
 - (B) They have placed an out folder from where the document was taken.
 - (C) They have used a password to stop access to confidential information.
 - (D) They have underlined or highlighted the name, number or subject of the document under which it will be filed.
- 7 As an administrative assistant you have received a letter from a customer requesting replacement of faulty equipment your company has supplied. Which of the following best describes the type of letter you have received?
- (A) Acknowledgement
 - (B) Claim
 - (C) Confirmation
 - (D) Enquiry
- 8 Which of the following best defines the term *ergonomics*?
- (A) The use of a device that will convert an image on paper into digital signals.
 - (B) The positioning of the body changing the lazy characteristics of some muscles.
 - (C) The healthy, comfortable and efficient design and arrangement of a workstation.
 - (D) The use of a software package designed to aid accountants/economists in maintaining financial records.
- 9 What does workers compensation insurance provide?
- (A) Payment of medical expenses and rehabilitation programs for a worker injured at work
 - (B) Payment of union fees incurred by an injured worker when seeking legal advice regarding an accident
 - (C) Payment for the cost of re-educating an injured worker so that they can be employed at a different workplace
 - (D) Payment to an injured worker's family to cover transport costs while motor vehicle repairs are being carried out

- 10** Who funds the workers compensation scheme?
- (A) The employees, who contribute through weekly union fees
 - (B) The Government, which manages WorkCover
 - (C) The employers, who contribute equally
 - (D) The employers, who contribute at a level consistent with the risk factors associated with the work
- 11** What would be an appropriate response if your employer asks you to complete a new important task immediately?
- (A) Tell the employer you are very busy today.
 - (B) Complete all your other tasks first.
 - (C) Re-prioritise your tasks and complete the new task first.
 - (D) Complete the tasks you believe are important and then attend to the employer's request.
- 12** Which method is most efficient in the allocation of team tasks?
- (A) The team members volunteer for preferred tasks.
 - (B) The team leader decides randomly the allocation of tasks.
 - (C) The team leader takes into account the timeline, the experience of team members and the costs involved when allocating tasks.
 - (D) The team leader takes into account how complex the tasks are likely to be, the timeline, the number of people in the team and the experience of the team members.
- 13** Which of the following tasks should be a daily priority in the office environment?
- (A) Filing the invoices and correspondence
 - (B) Picking up and opening the incoming mail
 - (C) Ordering the stationery required for the following week's special advertising campaign
 - (D) Typing and distributing a memo to staff regarding a meeting that is to be held in two weeks' time

14 Refer to the table.

Time log sheet for 'Graphics at Call Pty Ltd'

<i>Job No</i>	<i>Author reference</i>	<i>Priority</i>	<i>Type of work</i>	<i>In date</i>	<i>Time</i>	<i>Completion date</i>	<i>Time</i>	<i>Out date</i>	<i>Time taken</i>
1012	L. Brettoni	Urgent	Letter	19.09.01	1.00 pm	19.09.01	1.30 pm	19.09.01	30 min
1023	M. Nicholas	Routine	Report	19.09.01	1.15 pm	19.09.01	3.00 pm	19.09.01	1 h 45 min
1034	S. Loan	Routine	Letter 1	19.09.01					
			Letter 2	19.09.01					
			Weekly newsletter	19.09.01	2.30 pm	19.09.01	5.00 pm	21.09.01	

What was the time taken to complete S. Loan's correspondence?

- (A) $2\frac{1}{2}$ hours
- (B) 9 hours
- (C) 16 hours
- (D) $26\frac{1}{2}$ hours

15 Which of the following best defines the purpose of an award?

- (A) To advance wages and working conditions for union members
- (B) To set out the minimum terms and conditions of employment for an employee
- (C) To help make changes to workers' awards, overtime and the reorganisation of the workplace
- (D) To defend workers' jobs against redundancy and retrenchment threats

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Business Services —
Office Administration

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Centre Number

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Student Number

Section II

35 marks

Attempt Questions 16–18

Allow about 45 minutes for this section

Answer the questions in the spaces provided.

Marks

Question 16 (13 marks)

(a) Index and record the following names alphabetically in the table below. 3

- 24 Hour Printing
- The Tweed Factory

<i>Unit 1</i>	<i>Unit 2</i>	<i>Unit 3</i>

(b) List TWO other filing classifications used in an office environment. 2

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(c) Justify the need for occupational health and safety procedures in records handling. 2

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Question 16 continues on page 10

Question 16 (continued)

- (d) Identify and discuss the importance of THREE filing procedures in the management of files. **6**

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End of Question 16

**Business Services —
Office Administration**

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Centre Number

Section II (continued)

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Student Number

Marks

Question 17 (10 marks)

- (a) Identify and describe TWO aspects of the editing function. **2**

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- (b) Describe a situation where you would use on-line help to produce a document. **2**

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Question 17 continues on page 12

Question 17 (continued)

- (c) In the table below, identify and correct THREE errors from the following text. 3

MANAGING PEOPLE

Members should be made to feal responsible for there own work so that close supervision is un-necessary. Leaders who are approachable, available and helpful, and who maintain an attitude that assists employees to have a sense of personal worth, are providing a working environment which encourages a high level of performance from staff.

Individual differences need to be taken into account when allocating various jobs and tasks. In this instance a leader, should understand how an employees personal difficulties may be effecting behaviour and performance, and offer assistance when necessary.

	<i>Identified error</i>	<i>Correction</i>
Example	feal	feel
1		
2		
3		

- (d) Complete the table below. 3

	<i>Proofreading mark</i>	<i>Meaning</i>
Example	Caps	Capitals
1	file archived	
2	order <u>4</u> folders	
3	s' /	

End of Question 17

Business Services —
Office Administration

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Centre Number

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Student Number

Section II (continued)

Question 18 (12 marks)

Use the following information to answer part (a).

Cash

Notes	Number of notes	Coins	Number of coins
\$100	(5)	\$2	(25)
\$50	(14)	\$1	(34)
\$20	(22)	50c	(26)
\$10	(44)	20c	(20)
\$5	(30)	10c	(15)
		5c	(12)

Cheque

1st Bank of Australia Mt Isa, Queensland STAMP DUTY PAID 688541

Pay Joe's Hardware or Bearer Date 14/08/01

The sum of Sixty-five dollars \$ 65-00

W PACKER W. Packer

~~NOT NEGOTIABLE~~

688541 961-675 27-8576

Merchant summary

BANKCARD 2754958

Merchant Summary Date 14/08/01

Date	No. of Items	Amount	
Sales Vouchers	6	395	00
Less Credit Vouchers	1	55	00
Total ± \$A		340	00

Processor Copy

This form and the vouchers hereon are legible and undamaged in any material respect.

Merchant's Signature Merchant

1	28	00	2	45	00	3	36	00	4	115	00	5	40	00	6	131	00	7			8			9			10			TOTAL	395	00
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If value of Credits is greater than Sales enter a minus sign and circle Total Amount

Question 18 continues on page 14

Question 18 (continued)

- (a) Use the summary of cash, cheques and bankcard for 14/08/01 to complete the deposit slip at ①, ②, ③ and ④ by recording your answers in the spaces provided.

4

Central Bank of Australia				14/8/ 2001	
Alice Springs, NT					
THE SUM OF				Notes	2130 00
.....				Coins	①
				Bankcard	340 00
				Mastercard	
				Visa	
				Cheques, etc.	65 00
Teller	Comm.	No. of Items	PAID IN BY	<i>C. Smith</i> (Signature)	
FOR CREDIT OF		Account Number	Account Name	\$	
		287-4310	②	③	
Proceeds of Cheques, etc., will not be available until cleared					
PARTICULARS OF CHEQUES					
	Drawer	Bank	Branch	Amount	
1	④	Bank of Aust	Mt. Isa	65	00
2					
3					
4					
5					
6					
7					
8					
9					
10					
			TOTAL →		

Question 18 continues on page 15

Question 18 (continued)

Refer to the Petty Cash Vouchers and the Petty Cash Book below to answer part (b).

PETTY CASH VOUCHER
 Date 07/08/- No 23
 Paid to E. Yates
 For Cleaning materials
 A/c Charged Sundries
 \$ 8.70
E Yates
 Signature
 Approved Not Approved

PETTY CASH VOUCHER
 Date 08/08/- No 24
 Paid to D. Frizzell
 For Stamps
 A/c Charged Postage
 \$ 3.50
D. Frizzell
 Signature
 Approved Not Approved

PETTY CASH VOUCHER
 Date 09/08/- No 25
 Paid to A O'Brien
 For Taxi fare
 A/c Charged TRAVEL
 \$ 9.20
A O'Brien
 Signature
 Approved Not Approved

Petty Cash Book

Petty Cash Book of: Joe's Hardware

Cash Received	Date	Particulars	Voucher No	Payments		Stationery	Postage	Travel	Sundries
				\$	c	\$	c	\$	c
14 40	Aug 1	Balance b/d							
35 60		Reimbursement cheque No 1465391							
	3	Copy paper	21	6	25	6	25		
	5	Fax	22	5	40				5 40
	7	Cleaning	23	8	70				8 70
	8	Postage	24	3	50		3	50	
	9	Taxi	25	①				9 20	
				②					
		Balance c/d							
③									
④	14	Balance b/d							
	14	Reimbursement cheque No 146423							

Question 18 continues on page 16

Question 18 (continued)

- (b) You are a Petty Cashier for Joe’s Hardware. On 1 August 2001 the balance of the petty cash fund was \$14.40. You were issued with cheque No. 1465391 for \$35.60 to restore the fund to its imprest amount of \$50. 4

Record the entries at:

- ①
- ②
- ③
- ④

- (c) Discuss the need for accountability and security when dealing with petty cash in an organisation. 4

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End of Question 18

**Business Services —
Office Administration**

Section III

30 marks

Attempt TWO questions from Questions 19–21

Allow about 1 hour for this section

Answer each question in a SEPARATE Writing Booklet. Extra writing booklets are available.

In your answers you will be assessed on how well you:

- demonstrate relevant knowledge and understanding
 - communicate ideas and information, using precise industry terminology and appropriate workplace examples
 - organise information in a well-reasoned and cohesive response
 - solve proposed issues or problems
-

Question 19 (15 marks)

You have been elected as a staff representative on your workplace occupational health and safety committee. The risk manager has asked you to prepare a report on the occupational health and safety policies and procedures in your workplace, Smithfield Financial Enterprises.

Outline the aims of the current Commonwealth and State occupational health and safety legislation and WorkCover NSW.

Explain the occupational health and safety policies and procedures that Smithfield Financial Enterprises should implement to satisfy occupational health and safety legislation.

Please turn over

In your answers you will be assessed on how well you:

- demonstrate relevant knowledge and understanding
 - communicate ideas and information, using precise industry terminology and appropriate workplace examples
 - organise information in a well-reasoned and cohesive response
 - solve proposed issues or problems
-

Question 20 (15 marks)

In 2001, discrimination in large and small businesses continues to be reported.

Outline the types of discrimination that can occur in the workplace.

Explain the rights and responsibilities of employers and employees in dealing with discrimination, and evaluate the relevant legislation that protects workers from discrimination.

Question 21 (15 marks)

The manager of the Client Services Department of a large company identified a number of issues causing concern including:

- lengthy delays in answering internal and external telephone calls;
- neglect in notifying staff of clients who have telephoned;
- rude and defensive responses from employees in dealing with complaints.

The manager has asked you to write a report addressing the identified issues of the department. Analyse and evaluate operational procedures that could be implemented by the enterprise to better promote its products and services.

End of paper