When examination committees develop questions for the examination, they may write ‘sample answers’ or, in the case of some questions, ‘answers could include’. The committees do this to ensure that the questions will effectively assess students’ knowledge and skills.

This material is also provided to the Supervisor of Marking, to give some guidance about the nature and scope of the responses the committee expected students would produce. How sample answers are used at marking centres varies. Sample answers may be used extensively and even modified at the marking centre OR they may be considered only briefly at the beginning of marking. In a few cases, the sample answers may not be used at all at marking.

The Board publishes this information to assist in understanding how the marking guidelines were implemented.

The ‘sample answers’ or similar advice contained in this document are not intended to be exemplary or even complete answers or responses. As they are part of the examination committee’s ‘working document’, they may contain typographical errors, omissions, or only some of the possible correct answers.
Section II

Question 11

Sample answer:
Question 12

*Answers could include:*

Why it is recycled:
- Reuse recyclable resources, reduce landfill and waste dumps
- Readily available through a wrecking yard especially imported vehicles
- Genuine and new parts not always available
- Reduce cost on a ‘new’ replacement part

Components:
- Liquids – oil, coolant, brake and power steering fluids
- Batteries – Lead, acid
- Metals, plastics, tyres
- Any part available from a wrecking yard

Question 13

*Answers could include:*

- Seat belts, child restraints, airbags – provide safety for occupants
- Body/side impact, crumple zone, steering – provides safety for occupants
- SRP, ABS, ESP, EBD – provides driving safety
- Power windows, remote locking, alarm systems – prevent theft – safety of vehicle
- Immobiliser, coded keys – prevent theft – safety of vehicle

Question 14

*Answers could include:*

- Generally caused by breakdown in supply of fuel or electrical system
- Flat battery – check for charge – see if headlights operate
- Jammed starter motor – tap starter motor with spanner
- Dead spark plug – dirty leads – clean leads
- Ignition switch – check for charge
- Fuses – remove and check
- Coil, alternator, distribution, points
- Out of fuel
- Leak in fuel line
- Engine seized
Question 15

Answers could include:

Advantages:
• Lower exhaust emissions
• Cleaner engine internals
• Lower cost of LPG
• May boost power

Disadvantages
• Possible performance reduction
• Higher fuel consumption
• Cost of installation
• Size/space of LPG tank
• Time/difficulty in refueling
Section III

Question 16 (a)

Answers could include:

- YouTube lead in ads
- ECommerce technology
- Advert links to online store
- PayPal
- Cloud, iCloud
- Twitter
- Banners and Pop ups
- Social media marketing
- Email
- Online Store
- Facebook
- Apps
- Ebay
- Website/Shopping cart

Question 16 (b)

Sample answer/Answers could include:

Organisation

- In-house versus external support for setup and ongoing maintenance
- Location
  - Warehouse/factory versus shop front
  - Cheaper location
- Management with expertise in technology
- Support services, eg, transport, courier, postal services
- The addition of a web-based marketing, sales and delivery team

Work Practices

- Staff retrained
- Hours of operation to cater for different time zones
- Change in administrative practices to accommodate ordering to dispatch processes
- Extend range of duties/multiskilling
- Staff changes to ensure accuracy of online information
- Awareness of regulations/web-related legislation/security issues