

Question 18 (10 marks)

- (a) What are the advantages of keeping an electronic diary? 2

There are many advantages to keeping an electronic diary. An electronic diary allows employees to keep a track on what work has been completed, and what still needs to be done. It is used to store information that enables employees to record their changes and ensure all tasks are completed by the deadlines.

- (b) Why should you maintain version control when producing documents? 3

Every organisation has its own way of producing documents. Version control is used by a business to ensure all letters, memos, and other documents follow the same layout. It is vital that an organisation maintains version control so that all documents follow the same standards that the organisation is known for e.g. everything aligned to the left, logo, contact details, borders, header/footer etc.

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- (c) How should a business comply with the *Privacy Act 1988* (Cth) when handling client information?

All organisations must ensure they comply with the Privacy Act 1988 (Cth) when dealing with client information. This is done through not giving out personal, confidential or private client information to other people. Storing their personal files and information with restricted access to employees ensures client information is safe. Only the manager or employee who deals with a particular client should have access to their information. There are only a few ways an organisation can comply with the Privacy Act 1988 (Cth).

End of Question 18