

Question 18 (10 marks)

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

The advantages include being organised which allows employees to complete tasks on time and to reduce stress. It can also be used to show what you have achieved and what you still need to complete without forgetting.

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

You should maintain version control so that the documents that are produced can be the same version as all other documents in the business which would allow the document to be accessed from all areas of the business. It would allow the business to only be educated in one version of software which would help to avoid confusion.

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

The Privacy Act 1988 (Cth) is an act outlining the handling of confidential and other information. To comply with the act, business should have policies and procedures when handling confidential information such as ~~only~~ having restricted employee access. They should follow the act's guidelines when giving out ^{client} information and keep client information private. Employees should be asked to sign a confidentiality form or to not disclose personal client information.

End of Question 18