MARKING KEY

Career and Enterprise Stage 2: Sample Examination Marking Key

2

EXAM MARKING KEY STAGE 2 DRAFT EXAM

SECTION ONE: SHORT ANSWER

QUESTION 1 [24 marks]

(a) Preferred work options—2 work options, one sentence about why chosen. At least one linked to study. [6 marks]

6 marks	 states 2 options with one sentence explanation for each taking into account interests, skills, personal qualities shows clear link between self and decisions about work options
4–5 marks	states 2 optionslinks self and options
2–3 marks	 states 1 option and supporting sentence lacks detail or does not include an option which requires further education/qual/training
1	states 1 option without supporting sentences

(b) Employability skills

Employability skills include: communication, teamwork, problem solving, initiative and enterprise, planning and organising, self-management, learning skills, leadership

I need for my most preferred employment/career options and why these are needed. [4 marks]

4 marks	states 2 or 3 employability skillslinks these to work options with supporting reasons
2–3 marks	 states 1 or 2 employability skills briefly links these with work options
1 mark	states 1 employability skill with no links

I have developed for my employment/career options and how I've demonstrated them [4 marks]

5 marks	 states 2 or 3 and gives appropriate examples of when demonstrated or states 1 or 2 with very detailed demonstration examples
3–4 marks	• states 2
	 gives appropriate examples of when demonstrated
1-2 marks	states 1 skill with limited example of demonstration

(c) Qualifications/training

[4 marks]

4 marks	 states qualifications/training required for both options clearly gives sufficient detail
2-3 marks	 states qualification/training required for one option and not the other or gives few details
1-2 marks	 states 1 option with limited or without detail

(d) Steps to take to achieve most preferred option.

[6 marks]

6 marks	 states 4 or more steps with detailed explanation, links and accurate information clearly shows understanding and links between present and future
4-5 marks	 states 2 or 3 steps with some explanation, links and accurate information detail indicates some aspects of transition understands present/future links but articulates these less clearly
2-3 marks	 states 1 or 2 steps with little connection or clear idea of future transition or no reference to links between present and future
1 mark	• makes 1 or 2 unrelated comments about their future with no links between steps

without reference to notion of transition

QUESTION 2 [11 marks]

(a) Using the statistics, explain the current employment trends in agriculture, forestry and fishing. [3 marks]

3 marks	 state 3 points, explain and draw a link
2 marks	 state 2 points, briefly explain
1 mark	 state 1 point with little relevant explanation

Students may include/present any of the following:

- numbers of workers increases with increasing age in this industry
- in most industries numbers peak in 35-44 and then decline
- greatest number of workers in 55 and over age group
- 54% have no post school qualifications
- 25% have Certificates16% Diploma or above

- may refer to these in a variety of combinations
- · drought over statistical period may be contributing to declining jobs
- (b) What recommendations would you make to a person under 25 who was considering entering this industry area? Explain your advice and include in your answer your knowledge of today's labour market opportunities in other industry areas.

[8 marks]

8 marks	 3 positives and 3 negatives and explained in detail explains that pathways should be informed by labour market information refers to labour market opportunities in a number of other areas and makes reference to source of knowledge recommendation/conclusion clear and interrelated to factors above
6–7 marks	 2 from one of positives/negatives and 3 from the other explained clearly explains that labour market information can be used to inform pathways explains that labour market different in other industries and gives two examples makes recommendation and draws links to above
4–5 marks	 2 positives and 2 negatives briefly explained states that labour market information may help when choosing a career mentions labour market differences with an example makes recommendation based on facts
2–3 marks	 1 from one of positives/ negatives and 2 from other outlined mentions one other job area with different trend makes recommendation
1 mark	 makes recommendation without supporting data

Students may include/present any of the following:

Positives

- few young people in the industry
- potential to stay in it once in
- don't need to study or if do study will be one of few who have qualifications
- drought should break soon

Negatives

- may be regional (far from home, expensive etc)
- don't know how hard to break into e.g. family farms, etc
- drought could continue with global warming and climate change
- not a boom industry according to labour market opportunities

Recommendation

- probably be better going into IT, commerce—check other leading industry area stats for this answer each year
- pathways should always be informed by labour market information
- show reasoned, balanced view, whatever recommendation made—as long as it can be supported by the data/information
- could mention other points e.g. related to people already living in rural areas

QUESTION 3 [12 marks]

(a) Identify some advantages and disadvantages for teenagers combining full-time work and part-time study: [6 marks]

6 marks	 3 advantages/disadvantages with brief explanation
4–5 marks	 2 advantages/disadvantages with brief explanation
2–3 marks	 1 advantage/disadvantage with explanation or 2 without explanation
1 mark	 1 advantage/disadvantage stated without explanation

Students may include/present any of the following:

Advantages

- getting on the job experience at the same time as you are achieving academically
- you can afford to study
- making progress in your life and education at the same time
- may be able to afford things which improve your lifestyle

Disadvantages

- hours of work and study may clash
- employers expect more of young workers e.g. making them work late nights/early mornings which adults don't want to do, filling in shifts for absent workers
- hard to balance work and study-one or both may suffer
- pay for young workers low—little financial advantage

+ any other reasonable and relevant answer

(b) Propose 3 long term career benefits

[6 marks]

6 marks	•3 benefits with clear explanation of interrelationship between present and future
4–5 marks	•2 benefits with explanation of links between present and future
2–3 marks	 1 benefit with brief explanation and mention of present and future
1 mark	 1 benefit stated without explanation or reference to time

Students may include/present any of the following:

- Long-term
 - experience of the job will help you make career decisions more realistically
 - less likely to choose an inappropriate career direction
 - develop transferable skills
 - experiences/references may help to get a job later
 - make connections in an industry area/profession-mentors or future opportunities

QUESTION 4 [15 marks]

(a) (i) Particular industry area/profession: [2 marks]

2 marks	 states 2 hazards—MUST be specific to the workplace
1 mark	 states 1 hazard specific to the workplace

(ii) Workplace design/layout which can affect efficiency [2 marks]

2 marks	 states 2 aspects of design OR layout—MUST be specific to the workplace
1 mark	 states 1 aspect of design OR layout—MUST be specific to workplace

(iii) Supervision/training

[2 marks]

2 marks	 supervision means people keep on task and take more care training gives people the skills they need to do the job well and efficiently and also leads to less accidents
1 mark	• either response from above

(b) Predict 3 outcomes if conditions in (i) and (ii) are not managed [3 marks]

3 marks	•3 outcomes with explanation of each	
2 marks	•2 outcomes with brief explanation	
1 mark	•1 outcomes with short explanation	

Students may include/present any of the following:

- accidents or injuries can occur
- inefficient work time due to layout/design issues e.g. walking to photocopier, incorrect temperature may make workers less efficient
- corresponding decrease in output/production
- down time increase
- workers have more sick/stress leave
- higher turnover of workers leading to more time spent recruiting/interviewing less efficient
- the workplace will lose money due to inefficient processes
- possible unemployment

(c) Opinion of OSH in agreements

[6 marks]

6 marks	 3 reasons explained in detail or more reasons with less detailed explanation
	 must express an opinion and support it for 6 marks
5 marks	3 reasons with less detailed information
Smarks	must express an opinion
4 marks	2 reasons explained in detail
	must express an opinion
3 marks	 1 reason explained in detail and 1 mentioned
2 marks	 1 reason explained in detail
1 mark	 1 reason given without explanation

Students may include/present any of the following:

Either Agree

- should refer to matters such as safety, productivity, efficiency being an agreed responsibility of all parties if specified in writing
- action can be taken if employer or employee do not follow OSH guidelines
- clear to everyone where they stand and that OSH is everybody's responsibility
- sends message that OSH valued by the industry/profession

OR

Disagree

- may choose to manage OSH in another way e.g. committees, OSH representative
- elected by choice from staff/management
- one more thing to include, this does not necessarily mean it will be carried out
- may be used inappropriately for litigation
- could send the wrong message about OSH, making it a liability rather than something constructive and positive

QUESTION 5 [18 marks]

(a) Effects for Mark personally and future in the industry [6 marks] – must refer to personal and industry

6 marks	 3 personal effects and 3 future effects understanding of negative/damaging effects must be clearly expressed
5 marks	 refers to 3 of one and 2 of the other and explains states that the situation is harmful to Mark
4 marks	2 effects for each and explained
3 marks	2 effects for one and 1 for the other with only 2 explained
2 marks	1 effect given for each but only one explained
1 mark	1 effect given without explanation

Students may include/present any of the following: **Personal**

[3 marks]

- physical—distressed, agitated, may become ill, sleep disturbed, blood pressure, feel sick, may become clumsy or unable to perform tasks
- emotional-moody, unhappy,
- social-uncommunicative, individual isolate themselves from other workers
- mental-lack of confidence, low self-esteem, skills may be harder to master

Industry/profession

[3 marks]

- no longer as attracted to the industry area
- may give up long-term aspirations
- could lose interest in the area permanently when it is their main area of skill/interest and become disillusioned/unemployable

(b) (i) Mark's rights and responsibilities

[3 marks]

3 marks	 states 3 points including at least 1 right and 1 responsibility
2 marks	 states 3 but only rights OR responsibilities not both
	 states 2 with 1 right and 1 responsibility
1 mark	states 1 right or responsibility

Students may include/present any of the following:

Employee

Responsible for:

- informing management if there are any problems
- managing own safety and well being on all levels

Rights

- to be safe at work on all levels
- to take action if there is any inappropriate treatment occurring
- (b) (ii) employer's rights and responsibilities [3 marks]

 3 marks
 • states 3 including at least 1 right and 1 responsibility

 2 marks
 • states 3 but only rights OR responsibilities not both

 • states 2 with 1 right and 1 responsibility

 1 mark
 • states 1 right or responsibility

Students may include/present any of the following:

Employer

Responsible for

- well being of employees-mental, physical, emotional etc-on all levels
- providing a safe work environment
- taking note of what goes on in their own workplace (can be hard in a small place if the boss has many roles but on the other hand is easier in some ways)

Rights

- has a right to be informed if employees are having difficulties or they can't act to protect them
- has the right to take action against employees who are not following appropriate workplace procedures and practices

(c) 3 steps to resolve the conflict and in order

[6 marks]

6 marks	 must explain 3 steps which could be taken and state and must explain order
4–5 marks	 states 3 steps with no explanation or 2 steps with explanation
	refers to order
2–3 marks	 states 2 steps with no explanation or 1 step with explanation
	reference to order may be unclear
1 mark	states 1 step without reference to order

Students may present/include any of the following:

- conflict resolution processes should include immediate then longer term this should be included for full marks
- a number of strategies should be considered in case one doesn't work
- immediate action either speak to other employee directly(depending on level of intimidation) or go to the person supervising his apprenticeship/job
- get advice from parents/guardian as to how to proceed, possibly have them contact his boss or supervisor or go to the workplace with Mark
- consider short term, internal processes versus external alternatives
- contact Union
- go to WorkSafe website for processes external to the company

QUESTION 6 [20 marks]

(a) Recent technological changes likely to affect most preferred work option [5 marks]

(b) Global trends generally and in my preferred work option

[5 marks]

5 marks	 states 5 trends with sentence explanation 2 or 3 trends mentioned with more detailed explanation
4 marks	 states 4 trends with sentence explanation
	 2 trends mentioned with more detailed explanation
3 marks	 states 3 trends with some explanation
	 1 trend stated with explanation
2 marks	states 2 trends
1 mark	• 1 trend stated

Students may present/include any of the following:

General trends

- central importance of technology
- communication skills vital on all levels
- globalisation of goods, services and lab our
- outsourcing by developed countries to third world countries
- workplaces changing

- nature of work-hours, contracts, pay-all changing
- environmental and ethical awareness
- (c) Other considerations which could influence my work choices

[5 marks]

5 marks	states 5 trends with sentence explanation
	 2 or 3 trends mentioned with more detailed explanation
4 marks	 states 4 trends with sentence explanation
4 111/1/1/1/1/1	 2 trends mentioned with more detailed explanation
3 marks	 states 3 trends with some explanation
	 1 trend stated with explanation
2 marks	states 2 trends
1 mark	1 trend stated

Students may present/include any of the following:

- availability of my preferred work
- family influences
- region in which I live-whether I am prepared to travel/relocate
- world events
- relationships-single, get married, have children
- health and physical abilities
- world economic situation
- changing aspirations
- (d) Maintain employability in my preferred work area

[5 marks]

5 marks	 states 5 with explanation or 3 trends mentioned with more detailed explanation mentions both general employability and industry specific
4 marks	 states 4 points with explanation or 2 trends mentioned with clear explanation refers to industry specific
3 marks	 states 3 points with brief explanation or 1 point stated with explanation
2 marks	states 2 points
1 mark	1 point stated

Students may present/include any of the following:

- general employability
- regular upskilling
- gain further qualification
- establish professional network
- mentors
- join professional associations
- stay abreast of changes and developments
- + make reference to their own particular work area

SECTION TWO: EXTENDED ANSWER

QUESTION 7

You are applying for one of the jobs above. Write an explanation outlining how you would prepare to apply for this job, including:

• Three pieces of evidence which you would select from your portfolio to show the prospective employer. Explain your choices and why they would support your application for this position. [10 marks]

10 marks	 refers to 3 pieces from portfolio explains in detail why each was chosen explains in detail how they support application – shows links interrelationships clearly expressed
8–9 marks	 refers to pieces from portfolio explains why each chosen explains how they support application—links drawn less explicitly than for full marks
6–7 marks	 refers to 2 pieces from portfolio states why each chosen states that they support application—may give a reason why they are linked to job, without detail
4–5 marks	 states 2 pieces from portfolio explains what they are but no links to this particular job or why they support the application
2–3 marks	states 2 portfolio piecesno explanation or links
1 mark	 portfolio mentioned without explanation or links

Explains how they support application

- show when you have demonstrated skill/s relevant to the job
- prove experience which is relevant or significant
- evidence of general employability e.g. able to work in team, punctuality, conscientious
- prove that you can acquire new skills readily
- prove excellence in a relevant area

• Three possible questions the interviewer could ask which would give you the best opportunity to show that you would suit the position. You must consider ice-breaker type questions, job specific questions and skills questions; and also provide your answers to the questions. [10 marks]

10 marks	 three questions with one from each of the categories provided question choice (at least 2) shows links with type of job being applied for
	all questions answered in detail
	reference made to portfolio evidence
	 interrelationships shown between attaining the job, questions and answers and portfolio
	 three questions with one from each of the categories provided
	at least one question linked to job chosen
8–9 marks	 two questions answered in detail
	 reference made to portfolio evidence with two questions
	 draws some links between questions and answers and job
	 two questions provided from two categories
	 reference may be made to job chosen
6–7 marks	one question answered in detail
	 reference made to portfolio evidence with one question
	 draws a link between questions and answers and job
	two question provided from one category
4–5 marks	 no reference to questions being related to job chosen
	 one question answered in detail, the other in less detail
	 reference made to portfolio evidence with one question
	one question provided
2–3 marks	 one question answered in detail
	without evidence from portfolio
	one question provided
1 mark	answered in little detail
	irrelevant details included

• Outline the non-verbal/body language which is important in a successful interview situation and how you would use it.

[10 marks]

 refers to 5 aspects of non-verbal and body language must refer to both explains in detail what each is
 explains in detail how each is relevant and important
 interrelationships clearly expressed between non-verbal/body language and a successful job interview in detail
 refers to 4 aspects of non-verbal and body language must refer to both
 explains what each is
 explains that each is relevant and important
• expresses interrelationship between non-verbal/body language and job
interviews
 refers to 4 aspects of non-verbal and body language but may all be from one
category
 brief explanation of what each is
 mentions relevance/importance
 states that there is an interrelationship between non-verbal/body language and a
job interview, but without detail
 states 3 aspects of non-verbal/body language from one category
2 explained briefly
 mentions that they play a part in an interview
 states that it could help get a job
 states 2 aspects of non-verbal/body language
one explained briefly
mentions that they are in an interview
 1 aspect of non-verbal/body language stated

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• without explanation or links

Body language

- introductory eye contact
- introductory hand shake
- seating position: feet a little apart, knees together (not crossed), hands on lap (arms not folded), sitting up straight (not slouching), chin up and eye contact

Non-verbal

- nodding
- attentiveness/appear to be listening
- facial expression
- Job interviews today usually contain some reference to the internet, often asking whether you have examined the company's website. What sort on information could you find on a company's website that could help you with your job application?
 [10 marks]
- hierarchy/structure of the company organisation showing what type of management style they and how you feel about that and future progression within the company
- people employed by the company in management so you can use their names at the interview
- history of the company showing interest in the business itself
- company vision statement which could prepare you for questions or suggest some to ask
- interesting aspects of the business e.g. overseas offices, talent development structures, different
- branches, environmental matters

_		
	10 marks	 refers to 3 points in detail or 5 more briefly explained explains how each is relevant and important
		 interrelationships clearly expressed between this information and the success of a job application
	8–9 marks	 refers to 2 points in detail or 4 more briefly explained states what each is
		 states that each is relevant and important
		 expresses that there is a relationship between this information and applying for jobs
	6–7 marks	refers to 1 point in detail or 3 more briefly explained
		 brief explanation of what each is
		 alludes to relevance/importance
		 states that there is an interrelationship between this information and job interviews, but without detail
	4–5 marks	 briefly explains 3 points
		 mentions that they play a part in an interview
		states that it could help get a job
	2–3 marks	states 2 points
_		mentions that they are something to do with an interview
	1 mark	states 1 point
		 without explanation or links

QUESTION 8

• Is the internet an essential career management tool? Explain how you could use innovations like MySpace or Google—or any internet tool—in your career management. [10 marks]

10 marks	 must mention all 6 dot points below for full points each should be explained clearly and in detail links between vacancies, applying for them and job success must be drawn personal career management referred to in regard to these points
8–9 marks	 5 of 6 points discussed some may lack complete detail explain how vacancies, applications etc can be done on the net mention that careers can be managed in this way, but no so much in reference to self
6–7 marks	 4 of 6 points mentioned some discussed in more detail than others shows understanding of what an application and resume are, but not in as much detail as for higher marks refers to managing jobs, but draws links to career management less clearly without link to self
4–5 marks	 3 of 6 points mentioned outlined rather than explained in great detail may focus on specific tool and not refer to management or vice versa
2–3 marks	 2 of 6 points mentioned a specific tool mentioned may refer to what applications etc are with no link back to the importance of the internet
1 mark	 1 of 6 mentioned may explain briefly or just explain tool without drawing any links to career/management

- globalization today means that the internet is an essential tool
- job vacancies found on the net
- resumes and personal information available online-discuss how/where
- applications submitted online—discuss how/where
- mention specific tool with detail of what it involves and how it can help you to manage your career
- networking—across organisations, industries and professions
- Explain how you think globalisation could alter workplaces into the 21st century and how this could impact on your future work options.

[10 marks]

10 marks	 5 points explained clearly and in detail must interrelate globalisation—workplaces and personal future options shows evidence of creativity based on current predictions
8–9 marks	 4 points explained fully shows links between globalisation, workplaces and personal options limited evidence of creativity
6–7 marks	 3 points explained explains globalisation in workplaces mentions personal options and makes a link
4–5 marks	 2 points briefly explained globalisation explained personal options stated
2–3 marks	 2 points stated limited knowledge of globalisation/workplace concept personal options not linked to globalisation
1 mark	1 statedpersonal option stated

- define globalisation in economic terms with reference to supply of goods, services, resources, labour
- global communication-may refer to ordering, obtaining
- explain future work options and whether they are local, domestic, global
- propose ideas about the above which are based on evidence, but may be varied in nature
- Austal is addressing its skills shortage using workers from other countries. Explain how you think using 457 workers could benefit Western Australia.
 [10 marks]

	 refers to 5 points and explains each clearly OR 					
10 marks	refers to at least 3 in extensive detail					
8–9 marks	clearly indicates type of benefit e.g. economic					
	 links between solving current problem and long term good clearly drawn 					
	 refers to 4 points and explains each OR 					
8–9 marks	refers to at least 2 in extensive detail					
	 explains benefits and states some long term links 					
	 refers to 3 points and explains each OR 					
6–7 marks	refers to at least 1 in detail					
	 briefly outlines benefits without drawing relationships 					
4–5 marks	 refers to 2 points and explains each briefly 					
4-5 marks	 refers to benefits but sees them in isolation from each other 					
	refers to 1 point and explains it					
2–3 marks	mentions a benefit					
4	states 1 point					
1 mark	without explanation or links					

- skilled workers mean the jobs will get done and the contract money will come into WA
- contracts will be completed on schedule so the business will prosper, hence economic benefits
- required skills will ensure quality of finished product—our global reputation will benefit and so more business may come to WA
- upskilling of current unqualified staff by qualified migrants
- Austal would not have to pay to train workers
- What other strategies could Austal employ to solve its labour shortages in the long-term which could have a positive impact on local career development opportunities?
 [10 marks]

10 marks	 refers to 5 points and explains each clearly OR refers to at least 3 in extensive detail clear interrelationship between solution and local career development established
8–9 marks	 refers to 4 points and explains each OR refers to at least 2 in extensive detail explains link between solutions and local career benefits
6–7 marks	 refers to 3 points and explains each OR refers to at least 1 in detail briefly outlines benefits but doesn't interrelate them
4–5 marks	 refers to 2 points and explains each briefly refers to benefits but sees them in isolation from each other
2–3 marks	refers to 1 point and explains itmentions a benefit
1 mark	states 1 pointno explanation or links

- provide increased number of traineeships/apprenticeships to train up local people
- recruit from schools offering scholarships
- talent recognition programs
- open days/publicity to generate interest in long term prospective employees
- government assistance to set up the above so money available to develop careers within the industry
- recruit from other industry areas—offer incentives
- examine transferable skills from other skilled workers on site—people could enter the company with a career plan in mind which may not be connected to their entry level

Overarching consideration:

Could benefit local career development opportunities if people were willing to take up the options.

Career and Enterprise Stage 2 Exam Scope and Sequence 2A	2B		
Career Management			
Self understanding and management • self understanding and management strategies shape self –image, interactions with others and the ability to become independent	1 2 3 4 6 L1	 self-understanding and management strategies change throughout life how the strategies drive changes in self-image and interactions with others decision-making processes about preferred independent futures 	1 2 3 4 6 L1
Career Building	L2		L2
 use of current resources and work search techniques as career building tools identifying career competencies and personal attributes when making choices for a preferred future 	1 2 3 6 L1 L2	 career pathways are generated by making choices informed by continually examining preferred futures ongoing examination of personal profiles and refinement of career competencies pathways are informed by current work search techniques, resources and labour market information 	1 2 3 6 L'
Lifelong learning			+
 ongoing learning experiences that extend current personal and professional situations link between management of career development and learning opportunities 	1 2 3 4 6 L1 L2	 management of long-term career development is informed by, and related to, career success access to learning opportunities and career options that challenge and extend current perceptions and assumptions 	1 2 3 4 6 L1 L2
Corporate Citizenship Workplace operations			
 workplace operations are complex and based on effective communication systems use of technology and practices are guided by OSH regulations and industry standards 	4 5 6 L1	 workplaces are a web of operations, which require efficient management of information and resources achieving national industry standards of quality and safety in a rapidly changing world 	2 4 5 6 L1 L2
Efficiency, productivity and custoinshility	_		
Efficiency, productivity and sustainability interrelationships exist between individual efficiency, workplace productivity and sustainability industry and government standards and processes are also an interrelated factor 	3 4 5 6 L1 L2	 relationship between personal efficiency and work satisfaction workplace productivity and sustainability may be evaluated by performance management processes data can be used to inform improvements 	2 4 5 6 L1 L2
Rights and responsibilities	_		Ļ
• contractual rights and responsibilities of employees and employers • conflict resolution processes are underpinned by legal, financial and ethical considerations • conflict resolution processes are governed by statutory bodies and procedures	2 4 5 L1	 changing contractual rights and responsibilities of employers and employees, conflict resolution processes and alignment of these to changing legal, financial and ethical considerations statutory bodies and processes 	4 5 L'
Environmental influences and trends Organisation of workplaces			
 organisational systems, structures and processes are multidimensional 	2	 organisation of workplaces into systems, structures and processes 	2

impacts on the roles, rights and responsibilities of employees Inks between individual career development and workplace patterns and settings	5 6 L1 L2	 specialised roles, rights and responsibilities of employees and how these influence work patterns and settings 	5 6 L1 L2
Globalisation	6 L1	connections and interactivity between global economies	6 L2
• opportunities and challenges for individual career development that connections provide		 how globalisation influences the supply of goods, services and labour to meet the needs and functions of societies implications of globalisation for workplace patterns, settings and processes and career 	
Constant change			
 changes driven by past cultural, social and technological agents how these changes are reflected in modern-day work patterns, settings and processes consequences of the changes for individual career development pathways 	2 4 5 6	 rates of change, driven by technology advances increase pressures for cultural and social changes consequences for the nature of work patterns, settings and processes consequences for career development planning and the community 	2 4 5 6 L2

