



**Western Australian Certificate of Education
Examination, 2009**

Question/answer booklet

**CAREER AND
ENTERPRISE**

**Written paper
Stage 2**

Please place your student identification label in this box

Student Number: In figures

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In words

Time allowed for this paper

Reading time before commencing work: ten minutes

Working time for paper: three hours

Materials required/recommended for this paper

To be provided by the supervisor

This Question/Answer Booklet

To be provided by the candidate

Standard items: pens, pencils, eraser, correction fluid, ruler, highlighters

Special items: notes on up to five sheets of A4 paper

Important note to candidates

No other items may be taken into the examination room. It is **your** responsibility to ensure that you do not have any unauthorised notes or other items of a non-personal nature in the examination room. If you have any unauthorised material with you, hand it to the supervisor **before** reading any further.

Structure of this paper

Section	Number of questions available	Number of questions to be attempted	Suggested working time (minutes)	Marks available	Percentage of exam
Section One: Short Answer	8	8	120	120	60
Section Two: Extended Answer	2	2	60	60	40
Total				180	100

Instructions to candidates

1. The rules for the conduct of Western Australian external examinations are detailed in the *Year 12 Information Handbook 2009*. Sitting this examination implies that you agree to abide by these rules.
2. Write your answers in the spaces provided in this Question/Answer Booklet.
3. Spare answer pages are provided at the end of this booklet. If you need to use them, indicate in the original answer space where the answer is continued, i.e. give the page number.

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See next page

Section One: Short Answer

120 Marks

This section contains **eight** questions. Answer all questions in the spaces provided.

Question 1

(8 marks)

Selection criteria are sometimes used by employers to assess the skills, knowledge and experience of applicants. Typical selection criteria may include:

- Written communication skills
- Communication skills (other than written)
- Ability to work independently or as part of a team
- Ability to use appropriate technology
- Organisational skills
- Time management skills.

Choose **two** selection criteria from the above list. For each of these criteria, explain:

- (a) how you have developed these skills.
- (b) why they are important in a workplace.

Selection criteria 1: _____

(a) _____

(b) _____

Selection criteria 2: _____

(a) _____

(b) _____

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Question 2

(18 marks)

To be productive and sustainable, workplaces need to be constantly aware of their workplace operations, use of technology and their compliance with OSH, in response to regulations and industry standards.

- (a) For a workplace that you are familiar with, complete the table below. (12 marks)

Workplace: _____

Area	State two regulations or industry standards	State two ways you could become more efficient in this area
Workplace operations		
Use of technology		
OSH		

(b) Explain **three** ways in which individuals can use performance management to improve their efficiency and/or job satisfaction. (6 marks)

1. _____

2. _____

3. _____

Question 3

(16 marks)

Instead of asking the question 'What do you want to be when you grow up?', we should be asking questions like:

- 'What type of work do you love to do?'
- 'What are your special talents and skills?'
- 'What types of workplace organisation best suit what you can offer?'
- 'What unusual work arrangements might work for you and your future employer?'

(a) Career advisors tell us that 'It is important to work in a job that you love'. Explain how this relates to your:

(i) short-term work (2 marks)

(ii) long-term career plans (2 marks)

(b) Choose **two** of your strongest talents or skills, and explain how each could help you to get a job now. (4 marks)

1. _____

2. _____

See next page

- (c) Today, many different patterns of work are available, such as: shift work, working from home using technology, fly in/fly out, casual employment, etc. (8 marks)

Choose **two** patterns of work and complete the tables below.

1. Pattern of work: _____

Brief explanation of this pattern of work	Two ways in which this pattern of work could affect your life within the next five years	One way in which this pattern of work could affect your life 10–15 years from now
	1.	
	2.	

2. Pattern of work: _____

Brief explanation of this pattern of work	Two ways in which this pattern of work could affect your life within the next five years	One way in which this pattern of work could affect your life 10–15 years from now
	1.	
	2.	

Question 4

(19 marks)

A friend tells you that they want to quit their job because they are constantly being teased and bullied by other workers.

(a) Outline **two** different strategies that you could advise your friend to use. (4 marks)

1. _____

2. _____

(b) In the table below, briefly describe **one** legal, **one** financial and **one** ethical consequence of each strategy from (a) above. (12 marks)

	Strategy 1: _____	Strategy 2: _____
Legal		
Financial		
Ethical		

- (c) Which of the **two** strategies would you strongly advise your friend to use? Give **three** reasons explaining why you have chosen that particular strategy. (3 marks)

Strategy: _____

Reasons:

1. _____

2. _____

3. _____

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Question 5

(17 marks)

Australian Employment by Gender by Industry (% share) Year to May 2008

Industry	Male	Female
Construction	88.0	12.0
Mining	85.6	14.4
Electricity, Gas, Water Supply	79.4	20.6
Transport and Storage	75.6	24.4
Manufacturing	74.0	26.0
Agriculture, Forestry, Fishing	69.7	30.3
Communication Services	68.9	31.1
Wholesale Trade	68.4	31.6
Property and Business Services	54.1	45.9
Cultural, Recreational Services	51.8	48.2
Personal and Other Services	49.2	50.8
Retail Trade	47.8	52.2
Finance and Insurance	47.7	52.3
Government Administration and Defence	46.3	53.7
Accommodation, Cafés and Restaurants	43.9	56.1
Education	32.5	67.5
Health and Community Services	21.0	79.0

Note: There are 55.0% males and 45.0% females across all industries.

- (a) Identify **two** industries in which there is a large difference between the percentages of male and female workers. (2 marks)

1. _____
2. _____

- (b) Suggest **three** possible reasons for the differences in (a) above. (3 marks)

1. _____

2. _____

3. _____

(c) Outline **three** challenges that a woman could face in working in a non-traditional role and how she could deal with each challenge. (6 marks)

1. _____

2. _____

3. _____

(d) Considering changing society and technology, predict a future trend, and explain how it could affect your working life. (2 marks)

(e) Identify **two** lessons you could learn from these changing trends to help manage your career. (4 marks)

1. _____

2. _____

Question 6

(11 marks)

Read the news article extract below, and answer the questions that follow.

Holden tries to avoid layoffs



Picture: Kelly Barnes

GM HOLDEN will move its Adelaide factory to a one-shift operation next month in response to the global downturn and believes it can avoid job cuts among its production workers.

But Holden chairman and managing director Mark Reuss refused to rule out reductions to the company's white-collar staff and warned last week that the car industry might need government cash to help it through the crisis.

'We're trying to stabilise production here for the supply base and our employees at Elizabeth', Mr Reuss said today. 'We think this will offer the best opportunity to prevent job losses.'

Mr Reuss said it was too early to calculate the financial effect on individual workers who will lose shift penalties but the move would not reduce total production at the plant.

Mr Reuss said the uncertainty had been proving difficult for the company's suppliers and workers.

He did not say how long the arrangements would last for the 3150 assembly plant workers and 2000 white-collar workers, mostly based in Victoria, who could still face cutbacks.

Pay cuts for headquarters staff were announced last month in line with edicts from Holden's parent company General Motors, which is striving to avoid bankruptcy after sharp sales declines in the US and Europe.

Holden exports, mainly to the Middle East and the US, are down as much as 80 per cent, Mr Reuss said. Meanwhile local demand for Commodores has fallen 13 per cent this year.

Sales of locally-built cars have been especially hard hit by the downturn, with demand down 28 per cent in the year to date.

(a) List **three** strategies proposed by Holden to save job losses. (3 marks)

1. _____
2. _____
3. _____

(b) For an industry or job that you are interested in, explain **one** way in which the global downturn has had an impact (other than job losses). (2 marks)

(c) Suggest **two** ways that a workplace you are familiar with could change to cope with the economic downturn. For each way, outline an advantage and a disadvantage for employees. (6 marks)

Workplace: _____

Change	Advantage	Disadvantage
1.		
2.		

Question 7

(16 marks)

Flexibility and resilience rule in the modern workplace.

(a) Today, flexible working means that employers can attract and keep the best staff. State **two** flexible work options employers could offer **each** of the following:

- (i) a teenager doing part-time study, entering the job market for the first time
- (ii) a mother or father with young children
- (iii) a person who will soon be reaching retirement age.

(6 marks)

(i) _____

(ii) _____

(iii) _____

(b) Robert left school at 15 years of age, after years of battling a severe disability. He got a job as an apprentice barber after 62 rejections from other job applications. Today he has a number of salons and a range of hair care products.

(i) Explain **three** lessons you can learn about career resilience from Robert's story. (6 marks)

1. _____

2. _____

3. _____

(ii) Explain the importance of resilience to your career in the current world of work. (4 marks)

Question 8

(15 marks)

Today's employees can expect to have 12 to 25 jobs in up to five different industries over their working lives.

(a) Given the constant changes happening in the world of work, choose **three** employability skills and explain why they will be vital in preparing you to cope with change. (6 marks)

1. _____

2. _____

3. _____

(b) To pursue your career goals, you have decided to relocate. Describe **two** important factors that you will need to address to successfully manage your relocation. (4 marks)

1. _____

2. _____

(c) (i) Identify a situation from your career plan where you might change jobs. (1 mark)

(ii) Identify **one** type of labour market information and **one** search resource you would need to help you change jobs, and where you would source this information. (4 marks)

End of Section One

Section Two: Extended Answer**60 Marks**

This section contains **two** questions. Answer the questions on the lined pages provided after question 10.

Question 9**(30 marks)**

Education and training are vital to remaining competitive in the global marketplace.

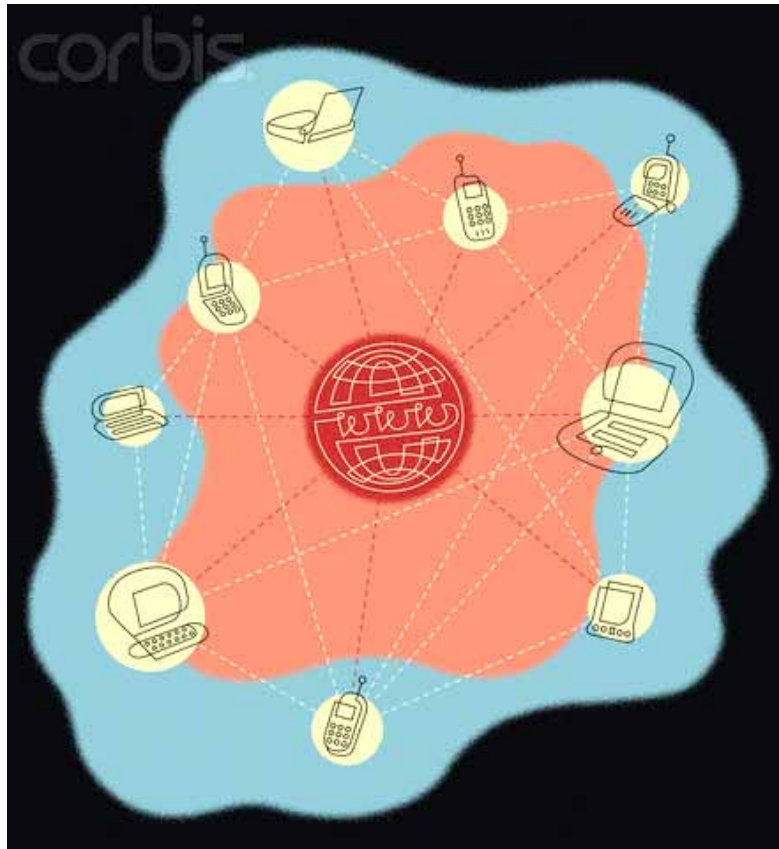
Three key areas of career development are:

- Personal Management
- Learning and Work Exploration
- Career Building.

- (a) Using the timeline provided (on page 22) create a detailed plan for the next 5 to 10 years, identifying your planned learning and work opportunities that make up this part of your career pathway. (5 marks)
- (b) Discuss how you could develop a long-term learning and work culture to ensure your employment for the next 10 to 20 years in a changing global economy. In your answer, outline your formal and informal training options. (9 marks)
- (c) Explain how you could develop your personal management skills in the future and why this development would be useful for an employer. (10 marks)
- (d) Discuss why you consider it is essential that employers or industries provide more opportunities for people of all ages to develop a career-building culture in the workplace, and outline the ways in which this could be done. (6 marks)

Question 10

(30 marks)



As shown in the cartoon above, communication in the modern workplace is very complex.

- (a) Compare the types of communication used in a small workplace with those in a large workplace. Use at least **five** examples. (14 marks)
- (b) Large-scale communication breakdown is one of the disadvantages of modern technology. Give **four** examples of the types of breakdown that can occur and describe how each of these can affect the efficiency or productivity of the workplace. (8 marks)
- (c) Other forms of technology also impact upon the modern workplace. Describe the advantages and disadvantages of **two** types of technology that affect an industry or occupation that you are familiar with. (8 marks)

End of questions

Check that you have written Student Number on the front cover of this booklet.

Question 9

(a) Timeline

2010	
2011	
2012	
2013	
2014	
2015	
2016	
2017	
2018	
2019	
2020	

ACKNOWLEDGEMENTS

Section One

- Question 5:** Table adapted from: Department of Education. Employment and Workplace Relations (2008). *New jobs: Employment trends and prospects for Australian industries*. Braddon, ACT: Department of Education, Employment and Workplace Relations, p.24. Retrieved May 21, 2009, from <http://www.skillsinfo.gov.au/NR/rdonlyres/5BDEFA73-1096-43A9-9532-46139FE7C520/0/NewJobs2008Publication.pdf>
© Commonwealth of Australia. Reproduced by permission.
- Question 6:** Article adapted from: King, P. (2009, April 3). Holden trims shifts to avoid layoffs. *The Australian*. Retrieved May 15, 2009, from <http://www.theaustralian.news.com.au/business/story/0,28124,25283683-36418,00.html>
- Image from: Barnes, K. (2008). *August 15, 2008. Adelaide, SA. New cars parked at the Holden factory in Elizabeth, North Adelaide, SA*. Retrieved November, 2009, from Newspix website:
<http://www.newspix.com.au/Packages/ViewImage.aspx?id=1179566>

Section Two

- Question 10:** Figure from: Steininger, O. (2009). *World communication*. Retrieved May 18, 2009 from <http://pro.corbis.com/images/100384-107.jpg?size=67&uid=%7B39E86730-2D06-4D70-93BC-25086188E558%7D>

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