Government of **Western Australia**
Curriculum Council

WACE
Western Australian Certificate of Education

Western Australian Certificate of Education
Examination, 2009

Question/answer booklet

CAREER AND ENTERPRISE

Written paper
Stage 3

Please place your student identification label in this box

Student Number: In figures

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: nil

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.

2010/102[v2]
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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	7	7	90	90	50
Section Two: Extended Answer	3	2	90	90	50
			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.

Section One: Short Answer **90 Marks**

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

Question 1 **(8 marks)**

It is said that people are an organisation's 'greatest asset'. Outline **four** strategies that an organisation can put in place to manage the consequences of an ageing workforce, and the impact each strategy could have on the organisation.

Question 2 **(12 marks)**

(a) Choose **four** of your career management skills and explain the role of each in your career pathway. (8 marks)

(b) Choose **two** career management skills that you consider will be essential in securing work in an unpredictable future. Justify your choices. (4 marks)

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Question 3 **(20 marks)**

(a) Describe **four** reasons why having clear career goals would make an employee more attractive to a potential employer, rather than someone who did not have such goals.
(8 marks)

Below is the skills and achievements section of a functional résumé for an applicant seeking employment as a part-time, casual waitperson.

Skills and achievements statements

Customer service
Fifteen months experience as casual sales assistant, Kalingula Fish Markets, Saturdays and school holidays, 2006-2007. Was known and appreciated by many customers for the quality of my service and my friendly manner.

Food and beverage handling
Completed 3-day Introduction to food and beverage course, Penguin Hospitality Training Pty Ltd, 2007.

Served in both kitchen and front-of-house, Macdonald's, West Cotteringham, February-November 2008, while studying first-year university.

Teamwork
Member of school netball team for each age group, 2002-2007. Won premiership in Under 14 division and runners up in Open Division, 2007.

Presentation
Modelled summer fashions from Young Fun Fashions to raise money for Camp Quality, October 2008.

'An effective résumé is not about the applicant so much as it is about the job and how well the applicant will perform in it.' (Wendy Enelow).

(b) Choose **four** aspects of this résumé which relate directly to the job of part-time, casual waitperson, and explain how they support the application for this position. (4 marks)

(c) You are applying for a position in your chosen future industry area/profession.

Choose **two** key skills related to this position. Explain why each skill is important, and provide clear evidence to support your demonstration of these skills. (8 marks)

Industry area/profession: _____

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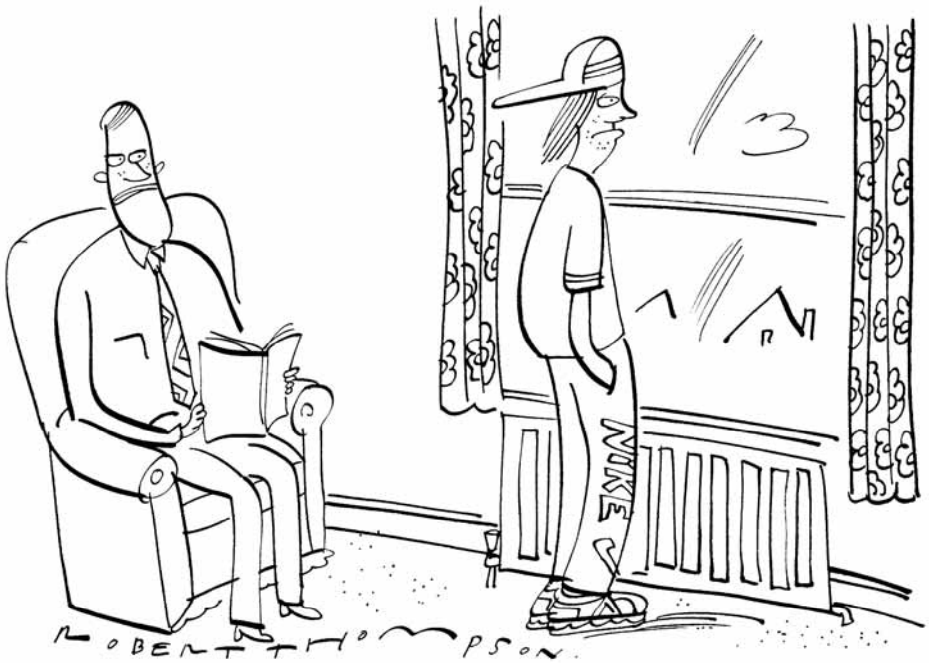
Question 4 **(10 marks)**

Securing a job in these tough times is not easy. There is a lot of competition for every available job and plenty of experienced, older people who are looking for them.



"You'll have to look harder than that to find a job, son."

Describe **five** strategies the father in the cartoon might suggest to his son, and explain how **each** of these strategies could assist him to gain employment during economic downturns.

Question 5 **(16 marks)**

Changes in workplace management practices have led to *casualisation* (the shift from permanent employment to casual employment) in the workplace becoming more common.

(a) Describe **two** strategies implemented in workplaces to manage casualisation, and explain how each strategy is linked to efficiency and productivity. (8 marks)

(b) Describe **two** advantages and **two** disadvantages that working casually could offer in your future career pathway. Refer to short-term and long-term career plans in your answer.

(8 marks)

Question 6 **(16 marks)**

(a) Describe **four** ways that an innovative workplace you have researched has contributed to an ethical or environmental issue. You could included positive and/or negative contributions. (8 marks)

(b) Describe **two** ways that innovative workplaces could ensure standards of quality, and **two** ways they could ensure workplace safety, during times of world economic crisis.

(8 marks)

Question 7 **(8 marks)**

Describe **two** benefits and **two** challenges of globalisation for developing countries.

Section Two: Extended Answer **90 Marks**

This section contains **three** questions. You **must** answer Question 8, **and** then **either** Question 9 **or** Question 10. Write your answers on the lined pages provided after Question 10.

This is a **compulsory** question.

Question 8 **(45 marks)**

A large organisation has defined three strategic and seven operational elements, which together contribute to its 'Positive Work Environment Toolkit'.

STRATEGIC ELEMENTS

- **Vision and Values:** inspiring staff to work toward a compelling shared goal
- **Leadership and Accountability:** influencing others' behaviour, decisions and actions and accepting responsibility for outcomes
- **Organisational Communication:** how information is shared

OPERATIONAL ELEMENTS

- **Recruitment and Selection:** selecting those with the right organisational fit
- **Learning and Development:** keeping skills and knowledge up to date and preparing for career advancement
- **Human Resource Policies and Strategies:** enabling staff to balance their private and work commitments by removing unnecessary restrictions
- **Workflow Management:** the right skills, support and resources to complete tasks to the right standard
- **Performance Management:** a shared understanding of what is to be achieved during the year and how it will be achieved
- **Risk Management:** identifying, evaluating and minimising risks
- **Workplace Dispute Systems:** a fair means of resolving overt and covert conflict among managers, staff and clients

(a) Select **one** strategic element and **four** operational elements from the 'Toolkit' above, and explain how a work environment you are familiar with performs against each of these elements. Discuss how **three** of your chosen elements work together to contribute to a positive work environment. (20 marks)

(b) Discuss organisational restructuring, why it is embedded in the culture of modern workplaces, and the implications of this for management and employees. Include **three** specific examples of organisational restructuring to support your answer. (25 marks)

Optional questions

Answer **either** Question 9 **or** Question 10.

Question 9 **(45 marks)**

Globalisation is a process of interaction and integration between people, companies and governments of different nations; a process driven by international trade and investment and aided by information technology.

For copyright reasons this cartoon cannot be reproduced in the online version of this document, but may be viewed at www.webhome.idirect.com/~eyvnxeyq/images/globalization.jpg

(a) The issues and perceived effects of globalisation provoke different viewpoints. Discuss the meaning the cartoonist is trying to portray about globalisation, and **two** other points of view about globalisation held by those in the workforce. Provide sufficient evidence to support your response**.** (20 marks)

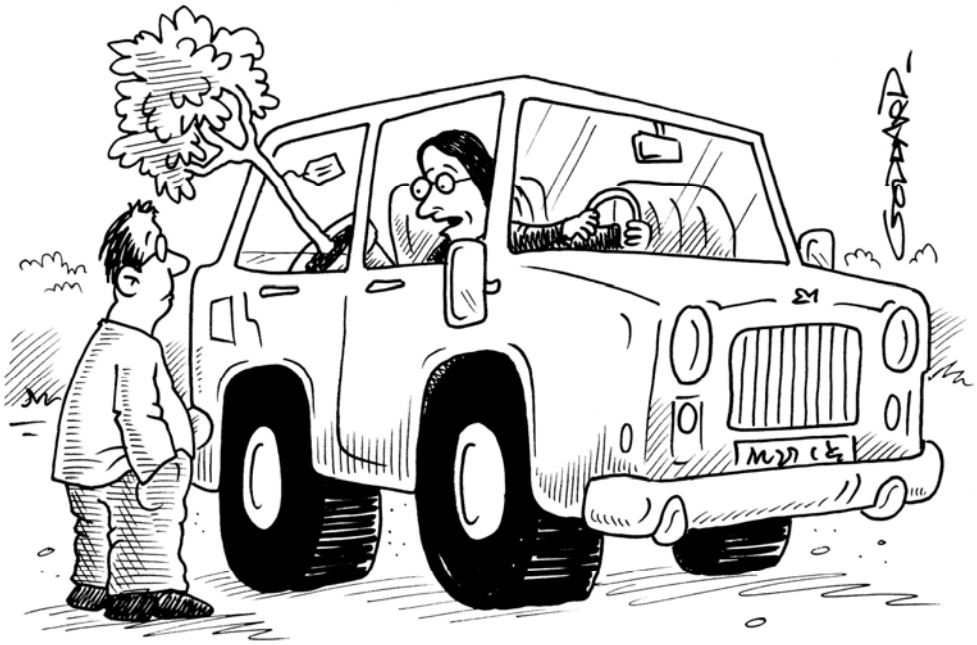
(b) Discuss **three** ways in which globalisation has affected workplace settings in the country in which you live, and **two** ways in which it has impacted on workers' health and work-life balance. (15 marks)

(c) You are planning to do international/global work. Discuss **four** skills that would be best suited to living and working in a globalised world. Support your answer by using examples. (10 marks)

or

Question 10 **(45 marks)**

Environmental sustainability is a global challenge faced by individuals and organisations.



"I drove to the garden centre for a tree to offset my carbon footprint...
so now I've got to go back for another one..."

(a) Discuss the comment the cartoonist is making about environmental issues and the difficulty individuals face in keeping pace with change. Explain how strategies such as the World Wildlife Fund's Footprint Calculator can be used by individuals to address environmental issues in a practical way. (20 marks)

(b) Using an organisation you have researched, explain **three** ways that the organisation has responded to global challenges, and the success of their responses. In your answer, you could refer to any of the following challenges:

- ethical
- social justice
- financial
- environmental
- technological
- cultural. (25 marks)

End of questions

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

ACKNOWLEDGEMENTS

Section One

Question 3: Quote from: Wendy Enelow. In French, R. (2007). *The job winners guide to résumés*. Rosny Park, Tasmania: Maygog

Question 4: Cartoon from: Thompson, R. (n.d.). *'You'll have to look harder than that to find a job, son'*. Retrieved May 20, 2009, from http://www.cartoonstock.com/cartoonview.asp?catref=rth0352

Section Two

Question 8: Adapted from: State Services Authority of Victoria (2009). *Positive work environment toolkit.* Retrieved May 10, 2009, from http://www.ssa.vic.gov.au/CA2571410025903D/0/134116AA1B21D835CA257496001D2997?OpenDocument

Question 9: Cartoon from: *Perspectives on globalization* (2006). Retrieved May 12, 2009, from http://www.webhome.idirect.com/~eyvnxeyq/images/globalization.jpg

Question 10: Cartoon from: Goddard, C. (n.d.). *'I drove to the garden centre for a tree to offset my carbon footprint... so now I've got to go back for another one...'*. Retrieved May 3, 2009, from http://www.cartoonstock.com/cartoonview.asp?catref=cgon405

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