



Western Australian Certificate of Education Examination, 2010

Question/Answer Booklet

CAREER AND ENTERPRISE

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/tape, ruler, highlighters

Special items: candidates are permitted up to five A4 sheets of notes

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 answered	Suggested working time (minutes)	Marks available	Percentage of exam
Section One: Short answer	7	7	120	105	60
Section Two: Extended answer	2	2	60	60	40
Total					100

Instructions to candidates

1. The rules for the conduct of Western Australian external examinations are detailed in the *Year 12 Information Handbook 2010*. 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 pages are included at the end of this booklet. They can be used for planning your responses and/or as additional space if required to continue an answer.
 - Planning: If you use the spare pages for planning, indicate this clearly at the top of the page.
 - Continuing an answer: If you need to use the space to continue an answer, indicate in the original answer space where the answer is continued, i.e. give the page number. Fill in the number of the question(s) that you are continuing to answer at the top of the page.

Section One: Short answer

60% (105 Marks)

This section has **seven (7)** questions. Answer **all** questions. Write your answers in the space provided.

Spare pages are included at the end of this booklet. They can be used for planning your responses and/or as additional space if required to continue an answer.

- Planning: If you use the spare pages for planning, indicate this clearly at the top of the page.
- Continuing an answer: If you need to use the space to continue an answer, indicate in the original answer space where the answer is continued, i.e. give the page number. Fill in the number of the question(s) that you are continuing to answer at the top of the page.

Suggested working time: 120 minutes.

Question 1

(22 marks)

The following elements can all contribute to people being happy at work:

- a sense of achievement
- feeling valued
- being challenged
- social interaction
- fitting in with lifestyle
- money.

- (a) Explain how any **two** of these elements could affect your self-image and help you to become independent. (8 marks)

Element one: _____

Element two: _____

- (b) Explain why it is important for people to be happy at work. Describe **two** benefits for an employee if they are happy at work. (6 marks)

Explanation: _____

Benefits:

One: _____

Two: _____

- (c) Performance management is used in a workplace to improve personal efficiency and also to make the workplace more productive.

Describe **two** things that could be discussed in a performance management meeting by the employee and the employer. (8 marks)

Employee

One: _____

Two: _____

Employer

One: _____

Two: _____

Question 2

(18 marks)

(a) Employers look for many qualities in their employees, including:

- honesty
- punctuality
- respect
- courtesy
- commitment to work
- ability to work in a team.

(8 marks)

Choose **two** of these qualities. For each quality, explain how you have demonstrated it at home, school or in a workplace and why it could be important in your future career.

Quality one: _____

Quality two: _____

(b) Self-management strategies are vital to achieving career goals. Explain which **two** of your self-management strategies will be most useful in managing change in your future career. (4 marks)

Strategy One: _____

Strategy Two: _____

- (c) Career management strategies can support people of all ages and stages in life. Explain how each of the strategies below could help a young single mother who did not graduate from high school and is looking for work. (6 marks)

Networking: _____

Work search techniques: _____

Training opportunities: _____

Question 3

(12 marks)

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

Diggers' uniforms will now be made in China

AUSTRALIAN soldiers will be sent to war wearing uniforms made from camouflage material made in China under a new round of Defence cost-cutting which will cost Australian jobs.

The decision could put at risk the jobs of up to 400 Victorian textile workers and has raised national security concerns.

The hi-tech material for the uniforms, which are also worn by the elite SAS troops, is currently made in Wangaratta by Bruck Textiles.

But while a Chinese company will make the fabric for several thousand uniforms, it is believed that firm is seven months late in meeting Defence's rigid specifications.

Australian Defence Association executive director Neil James blasted the decision.

"Do we seriously expect our soldiers to fight a war dressed in a uniform made in China?" he said. "There's a simple dignity issue."

Mr James said there were also crucial national security concerns.

The uniform is made to specifications that are monitored closely by Defence officials.

The chemically treated fabric has top-secret qualities.

Opposition industry spokeswoman Sophie Mirabella said it was outrageous. "Our soldiers risk their lives under the flag and in the uniform of this country," she said.

"It's dangerous, unpatriotic and tawdry for the Government to save a few dollars and buy the fabric overseas."

Mrs Mirabella said she was alarmed the Rudd Government was allowing the Australian research and development put into perfecting the uniform over many years to be exported to China.

A Defence spokesman confirmed material for the uniforms would be made in China.

The spokesman said a \$13 million, two-year contract had been won by a Bendigo company, who would still sew the uniforms in Victoria.

The spokesman said Defence spent \$6 billion last year in Australia on the acquisition and sustainment of defence material and was 'committed to giving Australian industry a fair go' when it was competitive.

- (a) Suggest **two** reasons why it would be cheaper for the camouflage material to be made in China rather than in Australia. (2 marks)

One: _____

Two: _____

- (b) Describe **three** possible career development strategies you would suggest to the 400 Australian workers likely to lose their jobs if China is allowed to make the uniforms. (6 marks)

Strategy one: _____

Strategy two: _____

Strategy three: _____

- (c) If the uniforms were to be made in China, describe **two** measures the Australian Defence Force could use to ensure that the quality of the product is acceptable. (4 marks)

One: _____

Two: _____

Question 4

(17 marks)

Barry and Tom are involved in a conflict in the workplace.



Conflict resolution in the workplace

- (a) The cartoon above shows one method of attempting to resolve the conflict. Outline an informal process that could be used successfully to resolve this conflict. (4 marks)

- (b) Suggest **three** formal steps you could take to resolve the conflict situation, if it is not possible to resolve the conflict informally in the workplace. (3 marks)

Step one: _____

Step two: _____

Step three: _____

- (c) Identify **two** rights and **two** responsibilities of an employee who is involved in a conflict in the workplace. (4 marks)

Rights

One: _____

Two: _____

Responsibilities

One: _____

Two: _____

Barry has been working for his current employer for six months and has become very efficient at his job. Recently he was contacted by an employer from a rival organisation who heard about Barry’s success and efficiency in the workplace and offered him a job.

- (d) Describe **one** financial and **one** legal consideration Barry would need to reflect on before deciding to accept or reject the offer. (4 marks)

Financial consideration: _____

Legal consideration: _____

- (e) Barry has decided to accept the new job. Explain a possible ethical issue he would need to consider to ensure a smooth transition into his new position. (2 marks)

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See next page

Question 5

(14 marks)

Flexible working is replacing full-time permanent positions as the way of future employment.

(a) Identify **two** flexible patterns of work. For each pattern of work, give:

- an example of a job that could fit into that pattern of work
- the characteristics of that pattern of work. (6 marks)

Pattern of work one: _____

Job example: _____

Characteristics: _____

Pattern of work two: _____

Job example: _____

Characteristics: _____

- (b) Outline **two** advantages and **two** disadvantages of the two flexible work patterns you identified in (a). (8 marks)

Pattern of work one

Advantage one: _____

Advantage two: _____

Disadvantage one: _____

Disadvantage two: _____

Pattern of work two

Advantage one: _____

Advantage two: _____

Disadvantage one: _____

Disadvantage two: _____

Question 6

(11 marks)

Kate’s employer has recently become aware of her outstanding information technology skills and has requested that she take on an additional role, while maintaining her current duties in the organisation.

- (a) Discuss **two** issues that Kate would need to consider before accepting the additional role. (4 marks)

One: _____

Two: _____

- (b) Explain the impact this opportunity could have on her long-term career development. (3 marks)

- (c) A number of Kate’s colleagues were disappointed that they weren’t chosen for the additional role. Describe **two** specific steps her colleagues could take to improve their chances of being considered for selection when future opportunities become available. (4 marks)

Step one: _____

Step two: _____

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Question 7

(11 marks)



"DO YOU THINK THAT'S ACTUALLY WORK HE TAKES HOME? OR OFFICE SUPPLIES?"

A colleague in your workplace feels that he is not being paid enough and, as a result, starts to take products without paying for them. You have recently become aware of his actions.

- (a) Outline **three** options available to you in this situation, and the impact each could have on you. (6 marks)

Option one: _____

Option two: _____

Option three: _____

- (b) The employer discovered that the employee was taking products without paying for them. The employee was given a written warning and his responsibilities in the workplace were re-negotiated.

If you were the employer, describe how you would change the responsibilities of the employee, and the measures you could put in place to ensure that this situation does not happen again. (5 marks)

End of Section One

See next page

Section Two: Extended answer**40% (60 Marks)**

This section contains **two (2)** questions. You must answer **both** questions. Write your answers in the space provided following question 9.

If you use a page for planning, indicate this clearly at the top of the page.

Suggested working time: 60 minutes.

Question 8**(30 marks)**

In order to run efficiently, many organisations divide their businesses into areas of operation, such as:

- Manufacturing/Production
- Sales and Marketing
- Human Resources
- Accounts/Payroll
- Customer Service/Call Centre
- Information Technology.

- (a) Choose **two** of these areas and describe what they do in a specific workplace you are familiar with. Explain why their role is important in that workplace. (10 marks)
- (b) Describe the impact of effective communication in the workplace on productivity, the standard of work and safety. (10 marks)
- (c) Describe how the rate of change in either technology **or** society has impacted on a workplace you have studied. How does constant change affect employees and what can you put in place in your long-term career plan to help you handle change? (10 marks)

Question 9

(30 marks)

Structure – Lonely Planet

The Lonely Planet organisation sells travel guides for almost every country in the world. They run their business from four locations: London, San Francisco, Paris and Melbourne. Their books are printed in Asia and their distribution centre is in Singapore.

Some areas of their business – production, website development and information technology – are managed globally but the marketing, writing and editing is carried out locally. The writers and editors all live and work in the same countries as the travel guides they produce. The writers are contracted to write about a country and are expected to research all possible locations that may be of interest to travellers to that country.

The employees describe the organisational structure as flat, not hierarchical. The organisation of the workplace means that employees interact with people from all around the world and from all different cultures.

- (a) Discuss the benefits to Lonely Planet of employing local writers and editors. What are some advantages and disadvantages from an employee's point of view of being employed locally by Lonely Planet? (10 marks)
- (b) Global connections are vital to the success of Lonely Planet. Describe how the global production and distribution is managed. Include reference to information technology in your answer. (10 marks)
- (c) Evaluate the opportunities in your proposed future career area for global work. Describe specific steps you could take to ensure you are ready to take advantage of any opportunities that might arise. (10 marks)

End of questions

Question number: _____

Lined writing area consisting of horizontal lines.

ACKNOWLEDGEMENTS

Section One

- Question 3** Hudson, P. (2010, February 10). Diggers' uniforms will now be made in China. *Herald Sun*. Retrieved May, 2010, from PerthNow website:
www.perthnow.com.au/news/diggers-uniforms-will-now-be-made-in-china/story-e6frq12c-1225828612644
- Question 4** Cartoon adapted from: Taylor, K. (n.d.). *"Conflict resolution in the workplace"*. Retrieved May, 2010, from Cartoonstock website:
www.cartoonstock.com/cartoonview.asp?catref=ktan280
- Question 7** Cartoon from: Zahn, C. (n.d.). *"Do you think that's actually work he takes home? Or office supplies?"*. Retrieved May, 2010, from Cartoonstock website:
www.cartoonstock.com/cartoonview.asp?start=&search=main&catref=cza1298

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