

# CAREER AND ENTERPRISE

## ATAR

NAME

**Marking Key**

### 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 (blue/black preferred), pencils (including coloured), sharpener, correction fluid/tape, eraser, 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.

## 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	6	6	100	100	60
Section Two: Extended answer	3	2	80	60	40
					100

## Instructions to candidates

1. The rules for the conduct of Western Australian external examinations are detailed in the *Year 12 Student Information for Sevenoaks Senior College*. Sitting this examination implies that you agree to abide by these rules.
2. Write your answers in this Question/Answer Booklet.
3. You must be careful to confine your responses to the specific questions asked and to follow any instructions that are specific to a particular question.
4. 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 that you are continuing to answer at the top of the page.

**See next page**

**Section One: Short answer****60% (100 Marks)**

This section has **six (6)** questions. Answer **all** questions. Write your answers in the spaces 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 that you are continuing to answer at the top of the page.

Suggested Working Time: 100 minutes

**Question 1****(8 marks)**

Describe **two** key features of a functional and a geographic organisational structure. (8 marks)

<p>Maximum 2 marks for description of each feature of a geographic structure x 2</p> <p>Geographic features can include:</p> <ul style="list-style-type: none"> <li>• Organises employees on geographical trading patterns</li> <li>• Larger hierarchical organisations operating on a global/nationwide scale</li> <li>• Organisations using this structure will locate production, retail and other key functions of their business in regions where supplies, resources and customers are most favourable. These are called divisions or regional areas</li> <li>• Regional Managers coordinate business activities in each division/regional area and report to the head office management team (top management) which is the central office to deal with the 'big stuff'</li> <li>• Each division/regional area will have its own set of functional areas that specialise to that region of operations</li> <li>• Regional management teams located globally will share a vision</li> <li>• Regional management teams have strong leadership to uphold company brand image/reputation and protocols which ensure consistency for customers</li> <li>• Each area responsible for their own decision making</li> </ul>	<p>1-4</p>
<p>Maximum 2 marks for description of each feature of a functional structure x 2</p> <p>Functional features can include:</p> <ul style="list-style-type: none"> <li>• Suits an organisation that offers limited range of products due to specialization</li> <li>• Employees work together in teams according to their skills set and specialisms</li> <li>• Employees in each function/department report to one function/department manager</li> <li>• Each function/department manager is responsible for the management of his/her <i>subordinates</i></li> <li>• Function/department managers coordinate with a higher <i>authority</i> layer of management to ensure business operation is effective</li> </ul>	<p>1-4</p>

**Question 2****(18 marks)**

- (a) Describe the term 'productivity', then briefly explain **two** impacts of management styles on workplace productivity. (6 marks)

<p>Maximum 2 marks for description of productivity</p> <p>Description may include:</p> <ul style="list-style-type: none"> <li>Measures the ratio of outputs compared to the ratio of inputs</li> <li>The measure of the quantity of work that is completed in relation to the time it took</li> </ul>	1-2
<p>Maximum 2 marks for explanation of impact (positive and/or negative accepted) of management style on workplace productivity x 2</p> <p>explanation may include:</p> <ul style="list-style-type: none"> <li>If employees do not need to make decisions, therefore they get on with the task (autocratic)</li> <li>If everyone know what to do and the procedures involved they can be faster (bureaucratic)</li> <li>Workers may be able to decide their own most productive way of working (democratic/participative)</li> <li>Some styles allow workers to work in their own way (laissez faire)</li> </ul>	1-4

- (b) Explain **three** ways in which management could increase satisfaction in the workplace. (9 marks)

<p>Maximum 1 marks for identification of a way in which management could increase satisfaction in the workplace x max of 3 ways</p> <p>Answer may include:</p> <ul style="list-style-type: none"> <li>Financial incentive</li> <li>Opportunity to be involved in decision making</li> <li>Flexible working hours</li> <li>Opportunity for career development</li> <li>Job enlargement</li> <li>Job enrichment</li> <li>Performance management</li> </ul>	1-3
<p>1-2 marks for each explanation of the way x 3</p> <p>1 marks for some explanation on how way can increase satisfaction 2 marks for a more detailed explanation of how way can increase satisfaction</p>	1-6
<p>Answer could resemble:</p> <p>Financial incentive (1 mark) because it makes employees feel valued (1 mark) and they will be happier to stay at that workplace and work harder. (1 mark)</p>	

**Question 2 (continued)**

- (c) The image below portrays a management style you have learned about. Identify the management style the cartoonist is trying to represent and briefly explain the message that the cartoonist is seeking to convey. (3 marks)



<p>Maximum 1 mark for identifying correct management style</p> <ul style="list-style-type: none"> <li>• Autocratic</li> <li>• Bureaucratic (but only accept if explanation is clear)</li> </ul>	<p>1</p>
<p>1 mark for simple statement on the message 2 marks for development of explanation</p> <p>Explanation may include:</p> <ul style="list-style-type: none"> <li>• Manager is strict and does not allow to employees to do things their own way</li> <li>• Employees may be afraid to offer suggestions or 'ideas to an autocratic manager</li> <li>• Employees do not like the autocratic management style as they have no voice</li> </ul>	<p>1-2</p>

**Question 3**

**(11 marks)**

(a) Describe the concept of a culture of continuous improvement.

(5 marks)

Maximum 2 marks for identifying the notion of continuous improvement as an 'ongoing/never ending' cycle of 'developing/enhancing standards'	1-2
1-3 marks for more detailed description/features Description may include: <ul style="list-style-type: none"><li>• Concept does not just focus on end result but on all phases</li><li>• Encourages a culture of improvement among staff which requires focus on changing behaviors and protocols used to produce good/service</li><li>• Requires quality suppliers and resources to ensure standards are met</li><li>• Continually encourages employees to upgrade and upskill</li><li>• Quality improving processes throughout all stages of production (must have this notion clearly stated to gain the 5th mark)</li></ul>	1-3

(b) Explain how the contribution of a culture of continuous improvement can impact the competitiveness of a business in the global market place. (6 marks)

Maximum 1 marks for stating an impact, max of 2 impacts Answers may include: <ul style="list-style-type: none"><li>• Greater efficiency</li><li>• Highly skilled employees</li><li>• Quality product/service for consumers</li><li>• Repeat custom</li><li>• More motivated/happy employees</li></ul>	1-2
1-2 marks for explanation of each impact – max 2 1 marks for some attempt to develop an explanation of impact 2 marks for detailed explanations	1-4
Example of 3 mark answer: It may encourage a more highly skilled group of employees (1 mark) which means an organisation will be able to become more innovative (1 mark) and this could lead to development of market leader status which gives a more competitive edge in the global market (1 mark)	

**Question 4**

**(17 marks)**

- (a) Discuss the impact of social networking, mobile technologies and high speed Internet on **the operational practices of workplaces.** (9 marks)

<p>Maximum 3 marks for discussion on social networking</p> <p>3 marks for discussion that looks at 2 perspectives (negative AND positive) 2 marks for a detailed explanation of 1 perspective (negative OR positive) 1 marks for identifying an impact only</p> <p>Impacts could include:</p> <ul style="list-style-type: none"><li>• Uses for more speedy recruitment practices</li><li>• Customer service operations</li><li>• Ability to market/advertise</li><li>• Conflict caused by cyber bullying</li></ul>	<p>1-3</p>
<p>Maximum 3 marks for discussion on mobile technologies</p> <p>3 marks for discussion that looks at 2 perspectives (negative AND positive) 2 marks for a detailed explanation of 1 perspective (negative OR positive) 1 marks for identifying an impact only</p> <p>Impacts could include:</p> <ul style="list-style-type: none"><li>• 24/7 access to customers</li><li>• Ability to work virtually</li><li>• Speed of responses</li><li>• Work life balance implications</li></ul>	<p>1-3</p>
<p>Maximum 3 marks for discussion on high speed internet</p> <p>3 marks for discussion that looks at 2 perspectives (negative AND positive) 2 marks for a detailed explanation of 1 perspective (negative OR positive) 1 marks for identifying an impact only</p> <p>Impacts could include:</p> <ul style="list-style-type: none"><li>• Better communications</li><li>• Dependency</li><li>• Ability to use online software systems – more cost efficient</li><li>• Better online marketing/graphics</li></ul>	<p>1-3</p>

**Question 4 (continued)**

(b) Briefly explain **one** benefit and **one** drawback to an organisation and an individual of working virtually. (8 marks)

<p>Maximum 2 marks for benefit to organisation: 1 mark for identification of a benefit, 2<sup>nd</sup> mark for the development</p> <p>Answers may include:</p> <ul style="list-style-type: none"><li>• Save on real estate</li><li>• Happier employees</li><li>• May have 24/7 customer contact</li></ul>	<p>1-2</p>
<p>Maximum 2 marks for drawback to organisation: 1 mark for identification of a benefit, 2<sup>nd</sup> mark for the development</p> <p>Answers may include:</p> <ul style="list-style-type: none"><li>• More difficult to supervise employees</li><li>• Lack of meeting space for clients</li><li>• Coordination of staff meetings</li></ul>	<p>1-2</p>
<p>Maximum 2 marks for benefit to employee 1 mark for identification of a benefit, 2<sup>nd</sup> mark for the development</p> <p>Answers may include:</p> <ul style="list-style-type: none"><li>• Save on travel expenses to work</li><li>• Work life balance</li><li>• less workplace conflict</li></ul>	<p>1-2</p>
<p>Maximum 2 marks for drawback to employee. 1 mark for identification of a benefit, 2<sup>nd</sup> mark for the development</p> <p>Answers may include:</p> <ul style="list-style-type: none"><li>• lack of collegiality</li><li>• procrastination</li><li>• less support</li></ul>	<p>1-2</p>



**Question 5**

**(15 marks)**

(a) Explain **two** key benefits and **one** drawback of using Six Thinking Hats as a decision making tool when managing your career development? (9 marks)

<p>Maximum 1 mark each for identifying each benefit of six thinking hats to a max of 2 benefits</p> <p>Benefits may include:</p> <ul style="list-style-type: none"> <li>• Easy to draw up - visual</li> <li>• Easy to make comparisons</li> <li>• Big Picture – different thinking perspectives</li> <li>• Adaptable across a range of decision making situations</li> </ul>	<p>1-2</p>
<p>Maximum 2 marks for explanation of each benefit identified x 2</p>	<p>1-4</p>
<p>Maximum 1 mark each for identifying one drawback of six thinking hats</p> <p>Drawbacks may include:</p> <ul style="list-style-type: none"> <li>• Time consuming</li> <li>• inaccuracies lead to bad decisions</li> <li>• can get caught up in the 'hats'</li> </ul>	<p>1</p>
<p>Maximum 2 marks for explanation of drawback identified x 1</p>	<p>1-2</p>

(b) Apply the Cost Benefit Analysis decision making tool to justify a decision of a work opportunity with a global company based in Paris. (6 marks)

<p>Maximum 1 mark each for identifying a cost (to a max of 3 marks) and a benefit (to a max of 3 marks)</p> <p>costs may include:</p> <ul style="list-style-type: none"> <li>• Moving country</li> <li>• Relocation costs</li> <li>• Leaving family and friends</li> <li>• language</li> </ul> <p>Benefits may include:</p> <ul style="list-style-type: none"> <li>• Resume enhancement</li> <li>• Extra pay/currency differences</li> <li>• Future opportunities</li> </ul>	<p>1-6</p>
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**Question 6****(27 marks)**

- (a) Explain how the effective management of financial, human and physical resources can impact on individual career development in the workplace. (9 marks)

<p>Maximum 3 marks each for explanation of how effective management of FINANCIAL resources can impact on individual career development.</p> <p>1 marks for statement 2 marks for some development of statement 3 marks for detailed explanation</p> <p>Financial resource discussions may include the impact of:</p> <ul style="list-style-type: none"><li>• budgeting</li><li>• contingency planning</li><li>• forward planning</li></ul>	<p>1-3</p>
<p>Maximum 3 marks each for explanation of how effective management of HUMAN resources can impact on individual career development.</p> <p>1 marks for statement 2 marks for some development of statement 3 marks for detailed explanation</p> <p>Human resource discussions may include the impact of:</p> <ul style="list-style-type: none"><li>• recruiting</li><li>• training</li><li>• salary negotiations</li><li>• re-deploying</li></ul>	<p>1-3</p>
<p>Maximum 3 marks each for explanation of how effective management of PHYSICAL resources can impact on individual career development.</p> <p>1 marks for statement 2 marks for some development of statement 3 marks for detailed explanation</p> <p>Physical resource discussions may include the impact of:</p> <ul style="list-style-type: none"><li>• management of buildings</li><li>• grounds maintenance</li><li>• equipment management</li><li>• better equipment resulting in less injuries</li></ul>	<p>1-3</p>

**See next page**

**Question 6 (continued)**

- (b) Suggest **two** strategies an organisation might use to ensure effective management of financial, human, physical and technological resources. (8 marks)

<p>Maximum 1 mark each for suggestion to a max of 2 for each resource area</p> <p>Financial resource strategies may include:</p> <ul style="list-style-type: none"><li>• Forward Planning</li><li>• Budgeting</li><li>• careful research</li><li>• maintenance and upkeep</li><li>• contingency planning</li><li>• putting aside for the future</li></ul> <p>Human resource strategies may include:</p> <ul style="list-style-type: none"><li>• open/hidden job market advertising</li><li>• networking</li><li>• recruitment</li><li>• training</li><li>• salary negotiations</li><li>• clear advertisements</li><li>• keep loyal employees</li><li>• compare salaries across the industry</li></ul> <p>Physical resource strategies may include:</p> <ul style="list-style-type: none"><li>• working from home options for employees</li><li>• regular maintenance of equipment etc</li><li>• OHS updates</li><li>• Multi use equipment purchases</li></ul> <p>Technological resource strategies may include:</p> <ul style="list-style-type: none"><li>• User friendly systems</li><li>• Industry standard equipment</li><li>• Training</li><li>• Customised Software</li><li>• Communication</li><li>• Multi use systems</li></ul>	<p>1-8</p>
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**Question 6 (continued)**

(c) Discuss strategies that an organisation could implement to ensure legal and ethical management of information within the workplace was upheld. (10 marks)

3 strategies accurately identified and discussed comprehensively	10
3 strategies correctly identified and discussed with some detail	7-9
2 strategies correctly identified, some brief discussion attempted, mostly 1 perspective discussion	4-6
1-3 strategies correctly identified only – no discussion	1-3
Strategies may include: <ul style="list-style-type: none"><li>• Policies</li><li>• Employment contracts</li><li>• Passwords</li><li>• Restricted access</li><li>• Notices/reminders on screens/walls</li><li>• Employment of an individual to manage legal and ethical</li><li>• Training</li><li>• Specialised software</li></ul>	

**End of Section One**

This section contains **three (3)** questions. You must answer **two (2)** questions only. Write your answers on the lined pages provided at the end of this booklet.

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

Suggested working time: 80 minutes.

**Question 7**

**(30 marks)**

Factors that drive organisational restructuring include:

- Legal factors
- Environmental factors
- Economic factors
- Technology factors

(a) Choose **two** of these factors and explain with an example how it might drive organisational restructuring. (8 marks)

<p><b>1 mark for stating an appropriate example of the factor (max 2)</b></p> <p>Examples may include:</p> <p><u>Legal Factors</u></p> <ul style="list-style-type: none"> <li>• Employee relation laws</li> <li>• Equal opportunity legislation</li> <li>• Osh law</li> <li>• Business trading laws</li> <li>• Competition law</li> <li>• Industry regulations</li> <li>• Political policy</li> </ul> <p><u>Environmental Factors</u></p> <ul style="list-style-type: none"> <li>• Sustainable resource use</li> <li>• Global warming</li> <li>• Recycling</li> <li>• Renewable energy</li> <li>• Carbon footprint</li> <li>• Pollution</li> </ul> <p><u>Economic Factors</u></p> <ul style="list-style-type: none"> <li>• Domestic economy</li> <li>• Global economics</li> <li>• Value of Australian dollar</li> <li>• Employment/unemployment figures</li> <li>• Government spending</li> <li>• Minimum wage hikes</li> </ul> <p><u>Technological Factors</u></p> <ul style="list-style-type: none"> <li>• Robotics</li> <li>• Customized software</li> <li>• Automation</li> <li>• Virtual workplaces</li> <li>• Mobile communications</li> <li>• CAD/CAM</li> </ul>	<p>1-2</p>
<p><b>1-3 marks for explaining how it drives organisational restructuring x 2</b></p> <ul style="list-style-type: none"> <li>• 3 marks well developed comprehensive explanation</li> <li>• 2 marks for some development of explanation</li> <li>• 1 mark for brief outline</li> </ul>	<p>1-6</p>

**Question 7 (continued)**

(b) Discuss the impact of organisational restructuring on human, physical and financial resources of a business. (12 marks)

<p>1-4 marks for discussion of each resource area. X 3</p> <p>4 marks for comprehensive discussion (at least 2 perspectives)          3 marks for impact and some attempt at discussion (at least 2 perspectives)          2 marks for identifying an impact and explaining briefly 1 perspective          1 mark for correctly identifying an impact</p> <p>Impacts may include:</p> <p><u>Human</u></p> <ul style="list-style-type: none"> <li>• Redundancies</li> <li>• Redeployment</li> <li>• New job opportunities</li> <li>• Training requirements</li> </ul> <p><u>Physical</u></p> <ul style="list-style-type: none"> <li>• Relocating</li> <li>• New facilities</li> <li>• New equipment</li> </ul> <p><u>Financial</u></p> <ul style="list-style-type: none"> <li>• Capital investment</li> <li>• Increase in budgets</li> <li>• Lack of contingency funding</li> </ul>	<p>1-12</p>
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(c) Discuss the impact of internationally recognised manufacturing standards on global organisations. (10 marks)

<p>3 impacts accurately identified and discussed comprehensively</p>	<p>10</p>
<p>3 impacts correctly identified and discussed with some detail</p>	<p>7-9</p>
<p>2 impacts correctly identified, some brief discussion attempted, mostly 1 perspective discussion</p>	<p>4-6</p>
<p>1-3 impacts correctly identified only – no discussion</p>	<p>1-3</p>
<p>Impacts may include:</p> <ul style="list-style-type: none"> <li>• Improves safety</li> <li>• Improves reputation/brand image</li> <li>• Can increase consumer base</li> <li>• Costly to make changes to meet the standards</li> <li>• May involve reducing product/service offerings</li> <li>• Increases international competitiveness</li> <li>• Improves export ability</li> <li>• Greater job satisfaction for workers</li> <li>• Greater job security for workers</li> </ul>	

**Question 8**

**(30 marks)**

- (a) Explain with examples the meaning of 'Diversity in the Workplace' and how it can impact on your career development. (10 marks)

<p>Max of 3 marks for definition of diversity in the Workplace</p> <p>1 mark for simple definition stating a difference in a workplace                  2 marks for definition identifying a difference that may exist (ie cultural or generational)                  3 marks for definition identifying at least 2 examples of diversity (ie cultural and generational)and that differences may exist</p>	1-3
<p>6-7 marks for detailed explanation of 2/3 impacts of both cultural and generational diversity on career development</p> <p>4-5 marks for some explanation of at least 2 impacts of either cultural OR generational diversity</p> <p>2-3 marks for explaining 1 impact correctly</p> <p>1 mark for identifying 2 impacts of cultural OR generational diversity on career development ONLY</p> <p>Impacts may include:</p> <ul style="list-style-type: none"> <li>• Opportunities to learn</li> <li>• Opportunities to mentor/be a mentee</li> <li>• Development of skill set</li> <li>• Chance to be more productive</li> <li>• Communication issues</li> <li>• Conflict</li> <li>• Greater competition</li> </ul>	1-7

- (b) Discuss **three** strategies that can be implemented in a diverse workplace to ensure a productive, efficient and sustainable workplace. (12 marks)

<p>Max of 1 marks for identifying an appropriate strategy that can be implemented x 3</p> <p>Strategies may include:</p> <ul style="list-style-type: none"> <li>• Mentor system</li> <li>• Equipment change</li> <li>• Training</li> <li>• Better allocation of jobs to skills sets available</li> <li>• Upskilling</li> </ul> <p><b>NO MARKS FOR ENGLISH CLASSES OR TRANSLATOR OR INTERPRETERS</b></p>	1-3
<p>3 marks for detailed discussion of how each strategy can affect 2/3 items from 2 perspectives (max 9)                  2 marks for attempted discussion of how each strategy can affect affect 2/3 items from 2 perspectives (max 6)                  1 mark for statement of how each strategy can affect affect 1 item (max 3)</p> <p>Effect on Productivity may include:</p> <ul style="list-style-type: none"> <li>• More production due to greater knowledge</li> <li>• More production as everyone knows what they are doing and are good at it</li> <li>• More production due to increased knowledge</li> </ul> <p>Effect on Efficiency may include:</p> <ul style="list-style-type: none"> <li>• More efficient due to better resource management</li> <li>• More efficient due to due better understanding after training</li> <li>• More efficient due to job suiting the skills sets of employees</li> </ul>	1-9

**Question 8 (continued)**

(c) Explain how government initiatives and legislative workplace reforms can have an impact on diverse workplaces. (8 marks)

<p>3-4 marks detailed explanation of how government initiatives impact a diverse workplace</p> <p>2 marks for brief statement about how government initiatives impact a diverse workplace</p> <p>1 mark for identifying a point related to gov't initiative and diverse workplaces.</p> <p><b>0 marks if student's answer is not related to diverse workplace</b></p> <p>Impacts may include:</p> <ul style="list-style-type: none"> <li>• May make a diverse workplace more knowledgeable</li> <li>• Can allow diverse groups to specialise in areas that their diversity has experience of</li> <li>• May offer supervisory/responsibility for other groups not familiar with the initiative</li> </ul>	<p>1-4</p>
<p>Answer could resemble:</p> <p>Baby bonus Initiative impacts Working parents (1 mark) who need maternity leave when they have a new baby (1 mark). This creates a challenge for a diverse workplace as the working parents need temporary staff to do their duties while they are on leave (1 mark) and these temporary individuals may not be so familiar with the workplace and decrease the productivity (1 mark)</p>	
<p>3-4 marks detailed description of how legislative workplace reforms impact a diverse workplace</p> <p>2 marks for statement about how legislative workplace reforms impact a diverse workplace</p> <p>1 mark for identifying a point related to legislative workplace reforms and diverse workplaces.</p> <p><b>0 marks if student's answer is not related to diverse workplace</b></p> <p>Impacts may include:</p> <ul style="list-style-type: none"> <li>• Less discrimination</li> <li>• Choice</li> <li>• Flexible working arrangement</li> <li>• Minimum wage and conditions of employment</li> <li>• Rights</li> </ul>	<p>1-4</p>
<p>Answer could resemble:</p> <p>Equal Opportunity legislation (1 mark) protects the right of minority and diverse groups in the workplace by placing consequences, such as fines, on employers of non-compliance (1 mark). This ensures that employers do not discriminate against diverse groups (1 mark) and encourages a more diverse and happier workplace for individuals (1 mark).</p>	

**OR**



**Question 9****(30 marks)**

- (a) Define the concept of change management in an organisation and explain **two** advantages to a workplace and **one** advantage to an employee of an organisation implementing a change management process. (12 marks)

<p>Maximum 3 marks for definition of change management - identifying the notion of 'transition' of processes or procedures implemented gradually or 'over a period of time' to ensure 'staff/people can adapt' to 'achieve improvement'.</p> <p>Definition may include: Change management is defined as the process, tools and techniques to manage the people side of change to achieve a required business outcome'</p>	1-3
<p>1-3 marks for detailed explanation of each advantage to a workplace x 2</p> <p>3 marks for well explained advantage 2 marks for some development relevant to workplace 1 mark for identifying an advantage relevant to workplace</p> <p>Advantages may include:</p> <ul style="list-style-type: none"> <li>• less stress resulting in better outcomes</li> <li>• employees feel appreciated/valued so will make greater effort to adapt</li> <li>• systematic change implementation creates greater understanding at each level</li> <li>• better communication</li> <li>• encourages feedback which can lead to further adaptations at each change point</li> <li>• can help create a new culture encouraging sustainability</li> </ul>	1-6
<p>1-3 marks for detailed explanation of advantage to an employee</p> <p>3 marks for well explained advantage 2 marks for some development relevant to employee 1 mark for identifying an advantage relevant to employee</p> <p>Advantages may include:</p> <ul style="list-style-type: none"> <li>• less overwhelming</li> <li>• less stressful</li> <li>• can have an input in change process</li> <li>• may lead to promotional opportunities to help implement change/train</li> <li>• greater job security</li> </ul>	1-3

**Question 9 (continued)**

- (b) There are many important considerations when going through the stages of gaining a job. Describe two aspects that may need to be considered at each of the following stages in this process:
- locating job opportunities
  - applying for a job
  - attending an interview.
- (12 marks)

<p>1-2 marks for description of each aspect of locating job opportunities x 2 (1 mark for stating the consideration only)</p> <p>Aspects described may include:</p> <ul style="list-style-type: none"> <li>• consider the open job market</li> <li>• consider the hidden job market</li> <li>• use a range of media to locate job information</li> <li>• consider investigating jobs in areas related to your ideal job as an opportunity to enter your preferred industry area and attend job expos</li> <li>• use personal networks to investigate job opportunities and advice</li> <li>• consider jobs in other states or countries</li> <li>• research the background of potential employers</li> <li>• look at industry based information sites</li> <li>• use employment agencies</li> </ul>	<p>1-4</p>
<p>1-2 marks for description of each aspect of applying for a job x 2 (1 mark for stating the consideration only)</p> <p>Aspects described may include:</p> <ul style="list-style-type: none"> <li>• ensure your resume/curriculum vitae is professional and up to date</li> <li>• if you are required to address selection criteria make sure the information is clear, well written and addresses each point thoroughly</li> <li>• meet application deadlines</li> <li>• ensure any application material is free from any spelling or grammatical errors and uses the correct level of language</li> <li>• ensure you can be available to attend any interview or can be contacted easily if more information is needed</li> <li>• if applying in person, ensure your appearance is appropriate for the type of work you are seeing and your language is professional</li> <li>• consider asking a professional member of your network to assist with and proofread your application material before submitting</li> <li>• consider a range of application options such as online applications and e-portfolios</li> </ul>	<p>1-4</p>
<p>1-2 marks for description of each aspect of attending an interview x 2 (1 mark for stating the consideration only)</p> <p>Aspects described may include:</p> <ul style="list-style-type: none"> <li>• do research about the organisation before the interview so you know the history of the organisation and its products</li> <li>• plan your travel before the interview to ensure you are on time</li> <li>• make sure you wear appropriate clothing to the interview</li> <li>• use appropriate language both verbal and non-verbal (body language)</li> <li>• ask questions that demonstrate an interest in the organisation</li> <li>• bring appropriate support documentation to the interview such as certificates or portfolios.</li> </ul>	<p>1-4</p>

**Question 9 (continued)**

(c) Explain **one** strategy that an individual could implement and **one** strategy that an organisation could implement to ensure efficient work in a digital workplace. (6 marks)

<p>1-3 marks for strategy of an individual</p> <p>3 marks for well explained strategy that relates to efficiency in a digital workplace 2 marks for some development on strategy identified relative to digital workplace 1 mark for identifying an appropriate strategy that an individual could implement</p> <p>Strategies may include:</p> <ul style="list-style-type: none"><li>• Upskilling</li><li>• Using You tube</li><li>• Professional Development</li><li>• Gaining proficiency in customised software</li><li>• Taking regular breaks</li><li>• Organising work tasks around screen use and non-screen use</li><li>• Using OHS equipment such as antiglare screens</li><li>• </li></ul>	<p>1-3</p>
<p>1-3 marks for strategy of an organisation</p> <p>3 marks for well explained strategy that relates to efficiency in a digital workplace 2 marks for some development on strategy identified relative to digital workplace 1 mark for identifying an appropriate strategy that an organisation could implement</p> <p>Strategies may include:</p> <ul style="list-style-type: none"><li>• Training</li><li>• Ergonomic furniture</li><li>• Varied work tasks</li><li>• Provision of staff facilities for break times</li><li>• Eye tests</li><li>• Telecommuting work arrangements</li></ul>	<p>1-3</p>

**End of Questions**