



HIGHER SCHOOL CERTIFICATE EXAMINATION

1995

INDUSTRY STUDIES

2 UNIT

SECTION I—CORE

(70 Marks)

*Total time allowed for Sections I and II—One hour and a half
(Plus 5 minutes' reading time)*

DIRECTIONS TO CANDIDATES

- Write your Student Number and Centre Number at the top right-hand corner of pages 5 and 7.
- On pages 5 and 7, indicate the Strand you have studied.
- Attempt ALL questions.
- Questions 1–15: Mark your answers in pencil on the Answer Sheet provided.
- Questions 16–20: Answer the questions in the spaces provided in this paper.
- Board-approved calculators may be used.

MULTIPLE-CHOICE QUESTIONS

Questions 1 to 15 are worth 1 mark each.

Select the alternative A, B, C, or D that best answers the question.

Mark your answers in pencil on the Answer sheet provided.

1. In which of the following cases might a claim of *indirect* discrimination towards women be justified?
- (A) A firm that advertises for applicants between the ages of 17 and 50 years.
 - (B) A firm that advertises for applicants with a height requirement of 185 cm.
 - (C) A firm that refuses to employ people who are HIV positive.
 - (D) A firm that refuses to employ women on the basis of pregnancy.

USE THE CASE STUDY BELOW TO ANSWER QUESTIONS 2, 3, AND 4.

Dick Easson is a 30-year-old aspiring business person. He is the sole owner of a small transport firm, Flowers in the Hour. The firm specializes in delivering cut flowers. Dick believes that the business can be expanded by means of vertical integration.

2. Which of the following options describes a method of vertical integration for the business?
- (A) The purchase of a franchise specializing in car tyres.
 - (B) The purchase of new refrigeration equipment.
 - (C) The purchase of a new fleet of delivery vans.
 - (D) The purchase of a florist shop located in the city centre.
3. Dick wants to raise the money to expand the business. Which of the following expansion options would enable his business to have limited liability?
- (A) Dick's cousins Kerry and Kim both become partners in the business.
 - (B) Dick raises a small loan from his bank at an interest rate of 15% per year.
 - (C) Dick invites 30 people to become shareholders in his business.
 - (D) Dick uses money that he has recently inherited to expand the business.
4. The proposed expansion of Flowers in the Hour could best be described as the firm's
- (A) mission statement.
 - (B) business plan.
 - (C) corporate image.
 - (D) short-run objective.

5. A staff member with responsibility for marketing would analyse sales figures in order to determine future
- (A) financing alternatives.
 - (B) staffing numbers.
 - (C) production requirements.
 - (D) customer wants and needs.
6. Which of the following lists best describes *ergonomic* hazards in the workplace?
- (A) Lifting, vibration, and repetitive work.
 - (B) Shiftwork, vibration, and repetitive work.
 - (C) Lifting, moving heavy loads, and repetitive work.
 - (D) Shiftwork, moving heavy loads, and repetitive work.
7. The Occupational Health and Safety Act, 1983, aims at protecting the health, safety, and welfare of which one of the following groups in the workplace?
- (A) Self-employed people, employees, employers, and visitors.
 - (B) Self-employed people, employees, manufacturers, and visitors.
 - (C) Self-employed people, employees, manufacturers, and visitors.
 - (D) Employees, employers, suppliers, and visitors.
8. Sustainable development may be best described as development that
- (A) meets the needs of present and future generations.
 - (B) meets the needs of the present generation and disregards past decisions.
 - (C) compromises the needs of the present to ensure the needs of the future are met.
 - (D) compromises the needs of present and future generations.
9. Quality Assurance is best described as:
- (A) a process that measures actual performance against actual quality standards.
 - (B) all processes in the workplace that are capable of leading to continuous improvement in quality.
 - (C) a firm's focus on the quality of a product or service to satisfy specific requirements.
 - (D) a firm's focus on the essential role of management in the improvement of quality.
10. Conditions set in industrial awards are negotiated by which one of the following groups?
- (A) Works committees, employer groups, and employee groups.
 - (B) The Industrial Relations Commission, employer groups, and employee groups.
 - (C) Trade unions, the Industrial Relations Commission, and employee groups.
 - (D) Works committees, the Industrial Relations Commission, and employer groups.

11. An enterprise can vertically multiskill its employees. One advantage is that employees can
- (A) develop technical skills in a wider range of tasks.
 - (B) develop skills to complete more of a whole job.
 - (C) complete tasks formerly performed by another occupation.
 - (D) develop higher technical or management skills.
12. The Superannuation Guarantee applies to
- (A) all employers in Australia.
 - (B) employers with a payroll exceeding \$1 000 000.
 - (C) employers to cover only their full-time employees.
 - (D) employers who employ ten or more people.
13. Outernet Inc. has introduced advanced computerized technology into its workplace. As a result, jobs that were once performed manually are now completed electronically in a much shorter time. Which of the following is NOT a likely impact of the introduction of this new technology?
- (A) Retraining of Outernet's staff.
 - (B) Improved processing of information.
 - (C) Reduction in the firm's short-term costs.
 - (D) Changes in employees' job descriptions.
14. The process of examining both internal and external factors that will affect future business decision-making is best described as
- (A) key sector analysis.
 - (B) SWOT analysis.
 - (C) cost-benefit analysis.
 - (D) value-added analysis.
15. The correct procedures for storing and handling hazardous chemicals in the workplace would be found in the firm's
- (A) industrial housekeeping policy.
 - (B) evacuation plans.
 - (C) mission statement.
 - (D) accident report forms.

EXAMINER'S USE ONLY

STUDENT NUMBER

**1995
HIGHER SCHOOL CERTIFICATE EXAMINATION
INDUSTRY STUDIES
2 UNIT—SECTION I**

CENTRE NUMBER

INDUSTRY STRAND

Metal and Engineering

Retail

Hospitality

SHORT-RESPONSE QUESTIONS

Attempt ALL questions.

Answer the questions in the spaces provided on this paper.

QUESTION 16. (4 marks)

Complete the following table.

<i>Type of business ownership</i>	<i>Maximum number of owners</i>	<i>Liability (limited or unlimited)</i>
sole trader		
partnership		
private company		
public company		

QUESTION 17. (8 marks)

Identify and briefly describe FOUR of the principles of total quality management.

- (a)
-
-
-
- (b)
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-
-
- (c)
-
-
-

QUESTION 17. (Continued)

(d)

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QUESTION 18. (11 marks)

This question refers to the training requirements for a career pathway within your focus industry.

(a) Complete the table below by nominating an entry level position and identifying the next three steps in a career pathway.

Focus industry

<i>Career pathway</i>	<i>Position title</i> (2 marks)	<i>Duties and responsibilities</i> (4 marks)
Nominated entry level		
Career step 1		
Career step 2		
Career step 3		

- (b) Describe how on-the-job training, off-the-job training, and/or further education would enable you to progress through the career pathway you have outlined.

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QUESTION 20. (16 marks)

Savon Corporation is a company that includes the following branches within its corporate structure:

- an engineering-design and metal-manufacturing workshop;
- a retail outlet for its manufactured products;
- a catering branch that operates a company sponsored restaurant.

Given the diverse nature of its operations, the staff at Savon have been employed under the terms and conditions of specific industrial awards. The majority of Savon’s employees also belong to a trade union.

The management of Savon believe that both the employees and the organization may benefit if alternative methods of determining the conditions and terms of employment contracts are investigated.

You are an employee of one of the above branches. You have been asked by management to prepare a report that outlines an alternative method for negotiating employee working conditions and entitlements. In your report you should:

- make a recommendation to management, justifying the preferred method to be used by Savon;
- describe the current process for negotiating an award;
- outline your alternative method by referring to the parties involved, the setting of working conditions and entitlements, the formalization of the two processes, and any other relevant issues.

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