

**Student Name:** \_\_\_\_\_

# **BUSINESS MANAGEMENT**

## **Unit 3**

### **Targeted Evaluation Task for School-Assessed Coursework 2**



### **2017 Set of 2 Structured Questions on Managing Employees for Outcome 2**

Recommended writing time\*: 100 minutes

Total number of marks available: 40 marks

### **TASK BOOK**

\* The recommended writing time is a guide to the time students should take to complete this task. Teachers may wish to alter this time and can do so at their own discretion.

**Conditions and restrictions**

- Students are permitted to bring into the room for this task: pens, pencils, highlighters, erasers, sharpeners and rulers.
- Students are NOT permitted to bring into the room for this task: blank sheets of paper and/or white out liquid/tape.

**Materials supplied**

- Question and answer book of 11 pages.

**Instructions**

- Print your name in the space provided on the top of the front page.
- All written responses must be in English.

**Students are NOT permitted to bring mobile phones and/or any other unauthorised electronic communication devices into the room for this task.**

















**Question 4 (3 marks)**

Woolworths are in the process of negotiating new pay agreements after issues with pay arrangements were highlighted with Coles. Explain what a collective agreement is.

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**Question 5 (2 marks)**

If the union and human resource managers can't reach agreement over new pay and working conditions then they may have to go to arbitration. Describe this dispute resolution method.

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**Question 6 (3 marks)**

Outline the process required to take industrial action if the union and Woolworth's management cannot reach agreement.

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Total 40 marks

**END OF TASK BOOK**