



Figures

Words

Letter

Name _____

VCE BUSINESS MANAGEMENT 3/4 2021

CPAP Practice examination No. 1

Reading time: 15 minutes

Writing time: 2 hours

QUESTION AND ANSWER BOOK

Structure of book

<i>Section</i>	<i>Number of questions</i>	<i>Number of questions to be answered</i>	<i>Number of Marks</i>
A	5	5	50
B	6	6	25
			Total 75

- Students are to write in blue or black pen
- Students are permitted to bring into the practice examination: pens, pencils, highlighters, erasers, sharpeners and rulers.
- Students are NOT permitted to bring into the examination room: blank sheets of paper and/or white out liquid/tape.
- No calculator is allowed in this examination

Materials supplied

- Question and answer book of 19 pages.
- Additional space is available at the end of the book if you need extra paper to complete an answer

Instructions

- Write your **student number** in the space provided above on this page.
- All written responses must be in English.

Students are NOT permitted to bring mobile phones and/or any other unauthorised electronic devices into the examination room

Section A

Instructions for Section A
Answer **all** questions in the spaces provided.

Question 1 (4 marks)

Distinguish between **two** key elements of the operations system of a manufacturing business and a service business. In your response, use examples that you have studied this year.

Key element 1 _____

Key element 2 _____

Question 2 (5 marks)

Julian works for Engineera Pty Ltd. He was recently informed by his supervisor that he is potentially facing dismissal for recommending a competitor business on a private community social media page. He wants to have the issue resolved through grievance procedures.

a. Define the term 'dismissal'. 2 marks

b. Outline a grievance procedure that could be implemented at Engineera to attempt to resolve the dispute that Julian has with the business. 3 marks

Section B – Case Study

Instructions for Section B

Use the case study provided to answer the questions in this section. Answers must apply to the case study. Answer **all** questions in the spaces provided.

Case Study

Hefty Haul is a transport and freight company which began in Melbourne in 1970. The founder of the business, Jack Zhidong, started Hefty Haul with one truck delivering ice-cream in summer and fuel in winter. Jack grew the business as he secured delivery contracts with major manufacturers, purchasing additional trucks and employing more and more drivers. Moving into other states, the business expanded its customers and investments throughout Australia. The business now delivers food and other resources across the country by road and rail, employing more than 14,000 people.



Being competitive is important to Hefty Haul, and it has grown its market share by offering customers a quality delivery service with a reputation for safety and efficiency. The business regularly trials new technology and reviews how it works to improve safety, compliance and meeting customer needs.

Hefty Haul is committed to positively contributing to the communities in which it operates. The business has a tradition of providing support to a range of charitable and community organisations. An important aim to distribute its customers' products without wasting scarce resources and without causing damage to the environment. Hefty Haul has recently announced its decision to place a renewed focus on sustainability. It has set a multi-focus target to reduce emissions, decrease waste going to landfill and to increase its use of renewable energy.

Management at Hefty Haul is keen to use a range of strategies to seek out business opportunities globally. They are aware that there will need to be improvements in the management of staff at the business to ensure these strategies are implemented successfully.

Question 1 (2 marks)

Explain the importance of increasing market share to a business such as Hefty Haul.
