Captivate
EDUCATION

Business Management

Question and Answer Book

Practice examination 1 – 2027

Student name _____

Teacher _____

- Reading time is 15 minutes
- Writing time is 2 hours

Materials supplied

- Question and Answer Book

Instructions

- Use the additional space at the end of this book if you need extra space to complete an answer.

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

Contents

Section A (5 questions, 50 marks)

Section B (6 questions, 25 marks)

Practice material in the layout of the 2025 VCAA paper – generated 2027. Not a VCAA examination.

SAMPLE

Section A

Instructions

- Answer **all** questions in the spaces provided.
- Write your responses in English.

SAMPLE

Question 1 (9 marks)

Tassie Tinned Tomatoes is a food manufacturer that cans tomatoes grown on farms in northern Tasmania. Over the past year the business has thrown out a growing quantity of unusable fruit and damaged cans, and several supermarket customers have returned entire pallets. The operations manager, Rowan Petsis, has been asked to lift the standard of the business's outputs without increasing the cost of its inputs.

a. Define the term ‘quality assurance’. 2 marks

b. Describe one materials strategy that Tassie Tinned Tomatoes could use to improve the efficient management of its inputs. 3 marks

SAMPLE

c. Explain how waste minimisation in the production process could improve both the efficiency and the effectiveness of operations at Tassie Tinned Tomatoes. 4 marks

SAMPLE

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Marking scheme – teacher copy

Practice examination 1 – 2027

Not for distribution to students.

Section	Questions	Marks available	Marks awarded
Section A	5	50	
Section B	6	25	
Total		**75**	

Section A

SAMPLE

Question 1a. (2 marks)

Define the term 'quality assurance'.

To be awarded full marks, students were required to:

give the precise meaning of quality assurance and identify what makes it distinct from other quality strategies.

Common errors included describing quality control (inspecting finished cans and removing defective ones) or Total Quality Management (a whole-business commitment to continuous improvement) instead of quality assurance; and giving an example of the strategy in place of a definition. The command term was define, so an example alone earned no marks.

Mark allocation: 1 mark for identifying quality assurance as a system of setting and meeting an agreed external standard; 1 mark for the essential quality — that the standard is independently certified and applies to the process rather than the finished item.

Responses could have included:

- Quality assurance involves a business achieving certification against an agreed set of standards, applied by an independent third party.
- It is applied to the production process as a whole so that quality is built in, rather than to the finished output.
- Accept reference to certification bodies or standards generically; do not require a named standard.

Sample full-mark response

> Quality assurance is a quality strategy in which a business seeks certification that its production process meets an agreed standard set and verified by an independent external body. Because the standard applies to the process itself rather than to individual outputs, quality is built into production rather than checked afterwards.

SAMPLE

Question 1b. (3 marks)

Describe one materials strategy that Tassie Tinned Tomatoes could use to improve the efficient management of its inputs.

To be awarded full marks, students were required to:

name one materials strategy from the study design, describe its characteristics and features, and apply it to the efficient management of inputs at Tassie Tinned Tomatoes.

Common errors included naming a strategy and then describing a quality or technology strategy instead; describing the strategy accurately but never connecting it to the wasted fruit or damaged cans in the stimulus; and treating "efficiency" as though it meant "making better tomatoes", which is effectiveness.

Mark allocation: 1 mark for naming a materials strategy (forecasting, master production schedule, materials requirement planning or Just in Time); 1 mark for describing how it works; 1 mark for linking it to the efficient use of the cannery's inputs.

Responses could have included:

- **Forecasting** — predicting demand from past sales and seasonal data so the business orders only the volume of tomatoes and cans it will actually process, reducing spoiled fruit.
- **Just in Time** — tomatoes and cans arrive as they are needed for processing, so less fruit sits in storage deteriorating and less capital is tied up in inventory.
- **Materials requirement planning** — itemising exactly what quantity of tomatoes, cans and labels a production run needs and when, so nothing is over-ordered.
- **Master production schedule** — a plan of what will be canned, in what quantity and when, from which input requirements are derived.

Sample full-mark response

> Tassie Tinned Tomatoes could use Just in Time, a materials strategy in which inputs are delivered only at the moment they are required in the production process rather than being held in storage. Tomatoes would be delivered from the northern Tasmanian farms on the day they were to be canned. Because the fruit would not sit in storage deteriorating, less of it would be thrown out unused, so the business would produce the same volume of tinned tomatoes from fewer kilograms of input and use its resources more efficiently.

SAMPLE