



Coimisiún na Scrúduithe Stáit

State Examinations Commission

Leaving Certificate Vocational Programme

Link Modules Examination 2012

Wednesday 2 May 2012 10.00 – 12.30

INSTRUCTIONS TO CANDIDATES

Write your Examination Number in the box.

Write all answers into this Answer Book.

There are **three** Sections in this Examination.

Examination Number

Section A – Audio Visual

There are **eight** questions.

All questions must be answered.

(30 marks)

Section B – Case Study

There are **three** questions.

All questions must be answered.

(30 marks)

Section C – General Questions

There are **six** questions.

Four questions must be answered.

(100 marks)

Section A**Audio Visual****30 marks**

- You will have **three** minutes to read the questions in Section A.
- You will be shown a DVD with the theme of ‘conflict in the workplace’.
- You will see the DVD **three** times.
 - The first showing will include the whole sequence.
 - It will then be shown in three parts. After each part is shown, you will be given time to write your answers in the appropriate section of the answerbook.
 - You will then see the entire DVD sequence again.

This page may be used for notes or to supplement answers.

Section A	Audio Visual	30 marks	Office Use Only	
Answer all questions.			1	2
Part 1				
Q.1 What is the name of the company where Dermot works?				
1 mark				
Q.2 State Dermot's qualifications.				
2 marks				
Q.3 Describe Dermot's role as a 'Project Manager'.				
3 marks				

Section A	Audio Visual	30 marks	Office Use Only	
Part 2			1	2
Q.4 Explain why Dermot felt the need to arrange a meeting with Tom.				
		4 marks		
Q.5 Describe how Tom might benefit from his meeting with Dermot.				

Section A	Audio Visual	30 marks	Office Use Only	
			1	2
		4 marks		
Q.6	What could Dermot have done to reduce Tom's stress levels on this particular project?			
		4 marks		

Section A	Audio Visual	30 marks	Office Use Only	
Part 3			1	2
Q.7 Why is it necessary for managers like Dermot to have good communication skills? Explain your answer.				
		6 marks		

Section A	Audio Visual	30 marks	Office Use Only	
Q.8	Dermot has shown a good aptitude/ability for management. Do you agree with this statement? Explain your answer.		1	2
		6 marks		

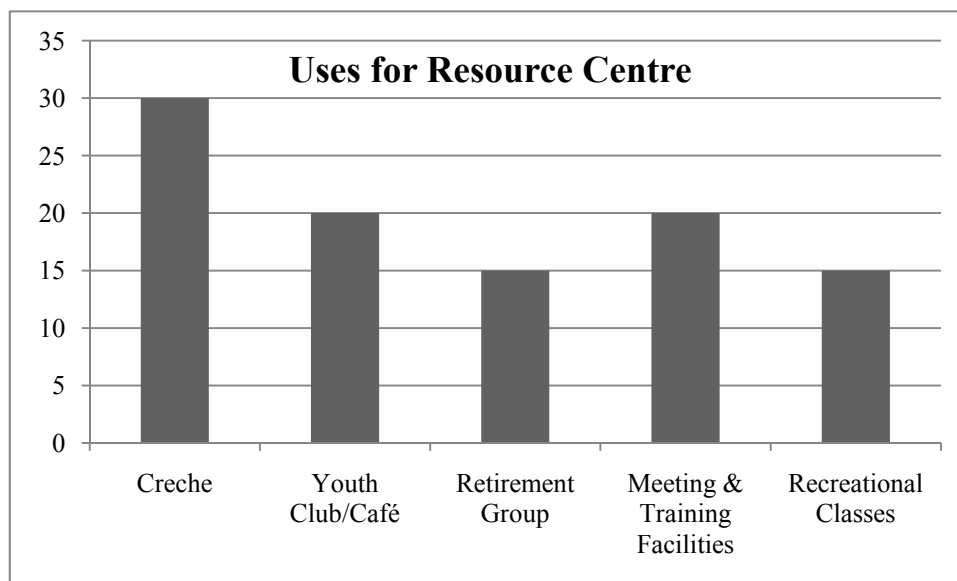
GLENCAR COMMUNITY RESOURCE CENTRE

Glencar is a small town with a population of 2,200 people. The town has two primary schools, a secondary school and a community hospital catering for the town and the surrounding area. The Gaelic Athletic Association (GAA) is very active in the area, as well as a number of voluntary organisations and community organisations.

A large privately owned building has recently been donated to the County Council on condition that it is turned into a community resource centre. The building has a large reception area, a big hall which, with alteration, would be suitable for staging shows or plays. This hall could also be used as a small sports hall. There are two small meeting rooms with computer facilities which could be used by local groups or for exhibitions. There are also two larger adjoining rooms with access to a garden area.

The County Council has put together a committee to devise a development plan for the set up and subsequent running of the centre. Local community and business groups were approached to nominate members to this committee and the committee has met on a number of occasions. The committee's first task was to survey local townspeople to help identify the community needs that the resource centre could meet.

A survey was carried out on 100 local people who were asked to state which priority needs the community resource centre should meet. The findings are presented as follows:



The committee is currently analysing the findings of the survey. The committee members agree that the new community resource centre should be the focal point in the town. The County Council is happy to allow the committee to finalise the development plan for the centre. However, the Council has insisted that a seasonal tourist office be located in the main reception area of the building for the months of April to October.

The County Council has committed to part finance the development and renovation costs of the building. The resource centre committee has also applied to the FÁS Community Employment Scheme (CES) to get local unemployed construction workers to renovate the building. This would help cover some of the costs. However, the committee knows that major fundraising will also have to be undertaken to cover the full renovation costs. They will also investigate the possibility of Lotto funding.

Section B	Case Study	30 marks	Office Use Only	
Answer all questions.			1	2
Q.1	Explain the benefits that the community resource centre will bring to the people of Glencar.			
6 marks				

Section B	Case Study	30 marks	Office Use Only	
Q.2			1	2
(i)	Outline two reasons why the County Council wants people from the local community and business groups to participate in the resource centre committee.			
(ii)	Explain why it is important that the committee carried out market research before devising its plan.			
(iii)	Select one of the community needs identified in the survey. What are the implications for the committee if they decide to provide that service?			


Section B	Case Study	30 marks	Office Use Only	
			1	2
		12 marks		
Q.3				
(i)	What are the benefits for the local community of using the FÁS CES?			
(ii)	Set out the Finance section of the Development Plan for the Glencar resource centre, covering the initial set up and subsequent running of the centre.			

Answer **four** questions

INDEX AND SUMMARY

Section C contains six questions of 25 marks each and you should answer **any four**. To assist in deciding and locating the questions to answer, the following is the text of all the questions with the page number range for each. Answer your choice in the appropriate pages that follow in this booklet.

- Q.1 Job advertisement in national newspaper.** **Pages 14 - 16**
- (a) Name **four** other ways jobs can be advertised.
 - (b) (i) Explain why Newsradio Ltd is seeking an employee with good interpersonal skills.
(ii) Explain why applicants are asked to submit references or name referees on their CV.
 - (c) Write the letter of application for the position advertised.
 - (d) Describe how to leave a lasting impression at an interview in order to improve your chances of success.
- Q.2 Volunteering is the practice of people working on behalf of others or for a particular cause, without payment for their time or service.** **Pages 17 - 19**
- (a) Outline the reasons why people volunteer for community/charity organisations.
 - (b) State and explain the responsibilities a volunteer has towards community/charity organisations.
 - (c) Describe the issues a community/charity organisation must consider before recruiting volunteers.
 - (d) Describe how a community/charity organisation can evaluate the success of its use of volunteers.
- Q.3 Teamwork is a major feature of modern working life and of most LCVP activities.** **Pages 20 - 22**
- (a) Name **one** LCVP team activity in which you were involved.
 - (b) Outline **three** benefits of teamwork in this LCVP activity.
 - (c) Describe the characteristics of a successful team.
 - (d) (i) State and explain the difficulties/challenges associated with teamwork.
(ii) Outline how these difficulties/challenges may be overcome.
- Q.4 Planning is essential in setting up and running an enterprise activity.** **Pages 23 - 25**
- (a) Outline why planning is so important in setting up and running an enterprise activity.
 - (b) State **two** research methods used when planning an enterprise activity. Analyse the usefulness of **each** research method used.
 - (c) Name **two** Leaving Certificate subjects that helped you in completing your part in the class enterprise activity. Give a reason for **each** subject choice.
 - (d) Review and evaluation is important at the end of an enterprise activity.
(i) Describe the different areas of the enterprise activity that need to be evaluated.
(ii) Explain why **each** of these different areas should be evaluated.
- Q.5 An investigation into a local commercial business enterprise gives students a clearer understanding of the reality of running a business.** **Pages 26 - 28**
- (a) Name a local commercial business enterprise and identify the product/service it produces.
 - (b) Identify **two** agencies which provide support for business start-ups. Outline the type of support offered by **each** of these agencies.
 - (c) Your class has decided to invite a business owner to speak to the LCVP class. Draft the agenda for the first meeting to organise the visit-in.
 - (d) (i) What steps should be taken to ensure the success of the visit-in?
(ii) Outline the most important factors for the successful running of a business.
- Q.6 The working world has changed in recent years.** **Pages 29 - 31**
- (a) 'Diversity in the workplace is encouraged in the modern working environment.'
Explain what is meant by diversity in the workplace.
 - (b) Outline the benefits that diversity in the workplace might bring to an organisation.
 - (c) Employers have very clear legal responsibilities in relation to employing young workers (under 18 years of age). Outline **four** of these responsibilities.
 - (d) State and explain the responsibilities of workers with regard to Health and Safety in the workplace.

Section C	General Questions	100 marks	Office Use Only	
<p>Q.1 The following job advertisement appeared in a national newspaper.</p> <div data-bbox="240 338 1273 645" style="border: 2px solid black; padding: 10px; margin: 10px auto; width: fit-content;">  <p style="text-align: center;"> Person required to join a Sales & Marketing Team. The successful applicant will be a creative individual with good interpersonal skills. Apply with Curriculum Vitae (including referees) and letter of application to: Human Resource Manager, Newsradio Ltd, Wicklow St, Dublin 2. </p> </div>			1	2
<p>(a) Name four other ways jobs can be advertised.</p>				
4 marks				
<p>(b) (i) Explain why Newsradio Ltd is seeking an employee with good interpersonal skills.</p> <p>(ii) Explain why applicants are asked to submit references or name referees on their CV.</p>				
4 marks				

(d) Describe how to leave a lasting impression at an interview in order to improve your chances of success.		
8 marks		

Section C	General Questions	100 marks	Office Use Only	
Q.2	Volunteering is the practice of people working on behalf of others or for a particular cause, without payment for their time or service.		1	2
(a)	Outline the reasons why people volunteer for community/charity organisations.			
		4 marks		
(b)	State and explain the responsibilities a volunteer has towards community/charity organisations.			
		6 marks		

(c) Describe the issues a community/charity organisation must consider before recruiting volunteers.		
6 marks		

(d) Describe how a community/charity organisation can evaluate the success of its use of volunteers.		
9 marks		

Section C	General Questions	100 marks	Office Use Only	
Q.3 Teamwork is a major feature of modern working life and of most LCVP activities.			1	2
(a) Name one LCVP team activity in which you were involved.				
1 mark				
(b) Outline three benefits of teamwork in this LCVP activity.				
6 marks				

Section C	General Questions	100 marks	Office Use Only	
Q.4 Planning is essential in setting up and running an enterprise activity.			1	2
(a) Outline why planning is so important in setting up and running an enterprise activity.				
4 marks				
(b) State two research methods used when planning an enterprise activity. Analyse the usefulness of each research method used.				
6 marks				

(c) Name two Leaving Certificate subjects that helped you in completing your part in the class enterprise activity. Give a reason for each subject choice.		
6 marks		
(d) Review and evaluation is important at the end of an enterprise activity. (i) Describe the different areas of the enterprise activity that need to be evaluated. (ii) Explain why each of these different areas should be evaluated.		

Section C	General Questions	100 marks	Office Use Only	
Q.5 An investigation into a local commercial business enterprise gives students a clearer understanding of the reality of running a business.			1	2
(a) Name a local commercial business enterprise and identify the product/service it produces.				
3 marks				
(b) Identify two agencies which provide support for business start-ups. Outline the type of support offered by each of these agencies.				
6 marks				

(c) Your class has decided to invite a business owner to speak to the LCVP class. Draft the agenda for the first meeting to organise the visit-in.		
	7 marks	

(d) (i) What steps should be taken to ensure the success of the visit-in? (ii) Outline the most important factors for the successful running of a business.		
9 marks		

Section C	General Questions	100 marks	Office Use Only	
Q.6 The working world has changed in recent years.			1	2
(a) 'Diversity in the workplace is encouraged in the modern working environment.' Explain what is meant by diversity in the workplace.				
3 marks				
(b) Outline the benefits that diversity in the workplace might bring to an organisation.				
6 marks				

(c) Employers have very clear legal responsibilities in relation to employing young workers (under 18 years of age). Outline four of these responsibilities.		
8 marks		

(d) State and explain the responsibilities of workers with regard to Health and Safety in the workplace.		
8 marks		

For Examiner use only Written Examination Paper

	Marks Awarded
Section A	
Section B	
Section C	
Q.1	
Q.2	
Q.3	
Q.4	
Q.5	
Q.6	
Total	

Examination No.

1. Total of end of page totals.	
2. Aggregate total of all disallowed answers.	
3. Total marks awarded (1 minus 2).	

Portfolio Assessment

	Marks Awarded
1	
2	
3	
4	
5	
6	
7	
8	
Total	

1. Total marks.	
2. Aggregate total of all disallowed items.	
3. Total marks awarded (1 minus 2).	