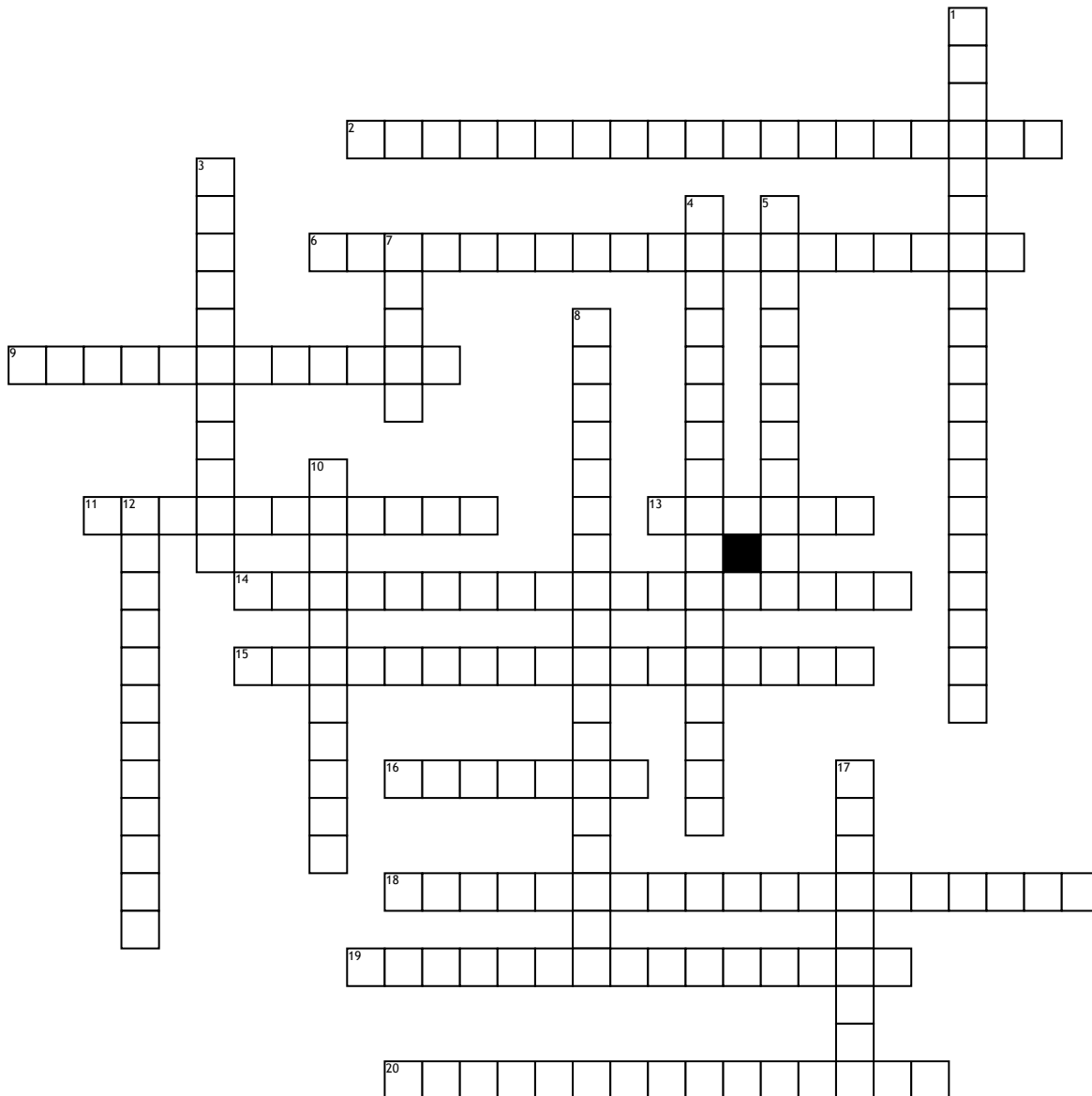


Name: _____

Date: _____

Commerce Glossary



Across

2. 6. a formal agreement on pay and conditions established jointly by employers and employees in an individual workplace.

6. 10. When you agree to engage an employee

9. 5. an official process for dealing with a complaint raised by an employee against their employer regarding treatment believed to be wrong or unfair.

11. 17. is a kind of contract used in labour law to attribute rights and responsibilities between parties to a bargain.

13. 8. work paid for according to the amount produced.

14. 2. is a value-added tax levied on most goods and services sold for domestic consumption.

15. 18. an official process for dealing with a complaint raised by an employee against their employer regarding treatment believed to be wrong or unfair.

16. 15. re ways to become trained and qualified in a trade or

18. 12. proportional.

19. 7. For example, good government, roads, hospitals, schools etc. are collective wants or social wants.

20. 20. the time spent learning a skilled trade under a qualified tradesperson. There are hundreds of different trades - from hairdresser to mechanic, electrician to chef, plumber to cabinet maker.

Down

1. 13. a person employed for wages or salary, especially at non-executive level.

3. 1. settlement of a dispute between parties to a contract by a neutral third party without resorting to court action.

4. 3. a measure of the active portion of an economy's labor force. It refers to the number of people who are either employed or are actively looking for work.

5. 4. industry, such as mining, agriculture, or forestry, that is concerned with obtaining or providing natural raw materials for conversion into commodities and products for the consumer.

7. 19. the fact of having a right to something.

8. 9. the application of a mechanical load or force to something.

10. 14. If a complaint of discrimination or harassment is made to the Australian Human Rights Commission, the complaint may be resolved through a process known as

12. 11. is used in law, is a form of alternative dispute resolution (ADR), a way of resolving disputes between two or more parties with concrete effects.

17. particular type of job. They offer benefits, including: the ability to work and earn money while studying for your qualification.