



B O A R D O F S T U D I E S
NEW SOUTH WALES

2013 HSC Business Services Marking Guidelines

Section I

Multiple-choice Answer Key

Question	Answer
1	A
2	B
3	C
4	A
5	B
6	D
7	D
8	C
9	C
10	D
11	A
12	B
13	D
14	B
15	C

Section II

Question 16 (a)

Criteria	Marks
• Demonstrates good understanding of the potential consequences of the incomplete telephone message for Living Home Designs	4
• Demonstrates some understanding of the potential consequences of the incomplete telephone message for Living Home Designs	2–3
• Makes general statement(s) about the potential consequences of incomplete telephone messages	1

Sample answer:

If Living Home Designs cannot return the call urgently because the phone number is missing, the customer will be unhappy and may take their business elsewhere resulting in financial loss. The business will waste time trying to find the number to phone back and the person to call to respond to their enquiry. The business will be seen to be unprofessional and unreliable resulting in loss of operation.

Answers could include:

- Loss of productivity
- Financial loss
- Negative effect on reputation
- Loss of clients/poor reputation
- Delays in communication

Question 16 (b)

Criteria	Marks
• Demonstrates a sound understanding of the features of good telephone etiquette and clearly relates their implications to a business	5
• Demonstrates an understanding of some features of good telephone etiquette and relates their implications to a business	3–4
• Identifies a feature(s) of good telephone etiquette and/or shows some understanding of the implications to a business	2
• Makes general statement(s) about telephone etiquette	1

Sample answer:

Good telephone etiquette is very important to a business, as it is often the first contact a client has with the organisation and this will leave a lasting impression. The phone should be answered promptly and the caller greeted appropriately in a friendly tone. Speech should be clearly articulated and said in an audible volume so that the client can understand what is being communicated. Using courteous language and being accurate in the relaying of messages will make clients feel valued and likely to conduct repeat business with the organisation.

Answers could include:***Good telephone etiquette:***

- Greeting callers
- Courteous language
- Friendly tone
- Clear articulation
- Audible volume
- Accurate relaying of message
- Understanding workplace procedures/technology

Question 17 (a)

Criteria	Marks
• Demonstrates a sound understanding of the benefits of using an electronic diary rather than a paper-based diary	2
• Makes general statement(s) about the benefits of electronic diaries	1

Sample answer:

An electronic diary allows you to make changes quickly rather than having to rewrite a paper-based diary entry. Electronic diaries can be accessed using a number of devices, making them more convenient.

Answers could include:

- Share with others
- Set alarms
- Schedule recurrent items
- Flag items to appropriate personnel
- Portable
- Convenient

Question 17 (b)

Criteria	Marks
• Demonstrates a sound understanding of ONE time management strategy and clearly justifies its use in the completion of an office assistant's regular work routine	4
• Demonstrates some understanding of ONE time management strategy and justifies its use in the completion of an office assistant's regular work routine	3
• Shows a basic understanding of ONE time management strategy and makes reference to the completion of an office assistant's regular work routine	2
• Makes general statement(s) about time management and/or about the completion of an office assistant's regular work routine	1

Sample answer:

Placing new tasks into a diary each day allows office assistants to prioritise work tasks, and ensures completion of regular work activities such as answering phone calls. When prioritising tasks the office assistants need to decide which tasks are most urgent and do those first. Prioritising means that if a job cannot be completed by the deadline the office assistants can refer it to the supervisor or get another team member to help, thus not affecting their regular work routine.

Answers could include:

- Consultation with others
- Prioritising
- Delegation
- Problem-solving
- Decision-making
- Negotiating
- Accommodation of change to routines
- Minimising time wasters

Question 17 (c)

Criteria	Marks
• Demonstrates good understanding of contingency planning and how this will allow the documents to be available for the meeting	4
• Demonstrates some understanding of contingency planning and how this will allow the documents to be available for the meeting	3
• Shows a basic understanding of contingency planning and how this will allow the documents to be available for the meeting	2
• Makes general statement(s) about contingency planning	1

Sample answer:

The office assistant should attempt to fix the problem themselves referring to the manufacturer's instructions. The office assistant should access the technician's number and put in an urgent request for a service call that would allow the photocopier to be fixed on time. Alternatively, they could find a printer to print the documents rather than photocopy them. An email of the agenda and documents could be sent to all staff attending for them to print their own copies before the scheduled meeting time.

Answers could include:

- Use a printer
- Call for assistance
- Email staff the agenda/documents
- Use alternative equipment in another department
- Using outsourcing
- Using a photocopier from another business

Question 18 (a)

Criteria	Marks
• Correctly identifies ONE factor that influences the needs of customers	1

Sample answer:

Age

Answers could include:

- personality
- personal interests
- likes and dislikes
- available time
- income

Question 18 (b)

Criteria	Marks
• Identifies a range of interpersonal skills of an employee and clearly shows the relationship between these skills and the accurate exchange of information with customers face-to-face	5
• Identifies some interpersonal skills of an employee and shows the relationship between these skills and the accurate exchange of information with customers face-to-face	3–4
• Identifies interpersonal skill(s) of an employee and/or makes some reference to the accurate exchange of information with customers	2
• Makes general statement(s) about interpersonal skills OR • Makes general statement(s) about the exchange of information	1

Sample answer:

For an employee to achieve an accurate exchange of information with customers, it is important to listen actively to them. This involves clarifying customer requests and asking questions if necessary. Paraphrasing and summarising what the customer has said will also lead to greater accuracy as the customer will be given an opportunity to confirm their request and provide feedback as to their needs.

Answers could include:

- active listening
- body language
- communicating in appropriate language

Question 19 (a)

Criteria	Marks
• Correctly outlines the purpose of an employee's individual role statement	2
• Makes general statement(s) about a role statement	1

Sample answer:

A role statement ensures the employee knows what their responsibilities and duties are for their job.

Question 19 (b)

Criteria	Marks
• Demonstrates a sound understanding of the impact on a team if an individual does not fulfil their role	3
• Demonstrates an understanding of the impact on a team if an individual does not fulfil their role	2
• Makes a general statement about team roles OR • Makes a general statement about an individual not fulfilling their role	1

Sample answer:

If one part of the task/job is not completed, the team will not be able to achieve its goal. There can be barriers in communication as breakdowns in set tasks start to occur. Aggressive behaviour can occur as frustration develops when roles/expectations are not fulfilled.

Question 19 (c)

Criteria	Marks
<ul style="list-style-type: none">• Demonstrates a sound understanding of workplace policies and procedures and links these to cooperative working environments	5
<ul style="list-style-type: none">• Demonstrates some understanding of workplace policies and procedures and links these to cooperative working environments	3–4
<ul style="list-style-type: none">• Shows a basic understanding of workplace policies and procedures and/or makes some reference to cooperative working environments	2
<ul style="list-style-type: none">• Makes general statement(s) about workplace policies and procedures OR <ul style="list-style-type: none">• Makes general statement(s) about cooperative working environments	1

Sample answer:

Workplace policies and procedures provide step-by-step instructions on what is required for a task to be completed, as the organisation wants. Adherence to workplace policies and procedures by all employees ensures consistency of work standards and a cooperative environment, with all staff working together to meet a standard.

Workplace policies and procedures also contain grievance procedures, which set out how conflict between staff members can be resolved. This ensures matters are dealt with fairly and that conflict is solved quickly so that there is no animosity in the workplace. If problems are not solved staff morale can be negatively affected.

Section III

Question 20

Criteria	Marks
<ul style="list-style-type: none">• Demonstrates a thorough understanding of the importance of security in collecting, processing and maintaining information in a business• Clearly demonstrates links between security and information in a business• Communicates ideas and information using relevant workplace examples and industry terminology• Presents a logical and cohesive response	13–15
<ul style="list-style-type: none">• Demonstrates an understanding of the importance of security in collecting, processing and maintaining information in a business• Demonstrates links between security and information in a business• Communicates ideas and information using some workplace examples and industry terminology• Presents a logical and cohesive response	10–12
<ul style="list-style-type: none">• Recognises the importance of security when handling information in a business• Identifies some links between security and information in a business• Communicates ideas and information using some industry terminology• Presents a logical response	7–9
<ul style="list-style-type: none">• Shows a limited understanding of the importance of security AND makes reference to information in a business• Makes limited use of industry terminology• Shows some organisation in presenting information	4–6
<ul style="list-style-type: none">• Makes general statements about security OR information in a business• Makes limited use of industry terminology	1–3

Answers could include:

- Responding to requests
- Level of security – confidential, high security, general access
- Storage of information – password, locked storage
- Authority
- Security/access
- Naming standards
- Version control
- Tracking processes
- Disposal of records
- Following organisational requirements

Section IV

Question 21 (a)

Criteria	Marks
• Demonstrates a thorough understanding of the costs of workplace injury	3
• Demonstrates an understanding of the costs of workplace injury	2
• Makes general statement(s) about workplace injury	1

Sample answer:

Workplace injuries have many personal and organisational consequences. There are human costs which range from pain and suffering to even death. There are social and economic costs such as family breakdown and loss of income resulting in dramatic changes in lifestyle for some people. Workplace injuries also affect the organisation because of the rise in insurance premiums and loss of staff morale.

Answers could include:

- Human – loss of limb, death
- Social – trauma, family breakdown
- Economic – loss of income; reduced future earnings
- Organisational – higher insurance premiums

Question 21 (b)

Criteria	Marks
<ul style="list-style-type: none">• Demonstrates a thorough understanding of a worker's responsibilities under WHS legislation in reducing workplace injury	4
<ul style="list-style-type: none">• Demonstrates some understanding of a worker's responsibilities under WHS legislation in reducing workplace injury	3
<ul style="list-style-type: none">• Demonstrates a basic understanding of a worker's responsibilities in reducing workplace injury	2
<ul style="list-style-type: none">• Makes general statement(s) about a worker's responsibility in relation to safety <p>OR</p> <ul style="list-style-type: none">• Makes general statement(s) about reducing workplace injury	1

Sample answer:

Workers must take all reasonable care to ensure their own safety in the workplace. For example if they are issued with safety equipment they must use it. Workers must follow the reasonable instructions of their employer, and not interfere with safety signs, equipment etc. Machines need to be used as instructed by the manufacturer to reduce the chance of workplace injury. If a worker is trained in the use of a machine but does not use it properly an injury may occur. Since the worker has been trained he/she has contributed to the injury.

Answers could include:

- Follow employer's directions
- Take all reasonable care
- Not obstruct attempts to give aid
- Use equipment as per guidelines
- Not refuse a reasonable request to assist in giving aid
- Obeying lawful orders
- Understanding the chain of command

Question 21 (c)

Criteria	Marks
<ul style="list-style-type: none">• Suggests and justifies a range of strategies employers can implement to ensure workers have an understanding of safe work practices and procedures• Presents a detailed response using relevant workplace examples and industry terminology	7–8
<ul style="list-style-type: none">• Suggests and justifies strategies employers can implement to ensure workers have an understanding of safe work practices and procedures• Presents a response using workplace examples and industry terminology	5–6
<ul style="list-style-type: none">• Suggests some strategies employers can implement to ensure workers understand safe work practices and procedures• Uses some workplace examples and some industry terminology	3–4
<ul style="list-style-type: none">• Makes general statement(s) about safe work practices and procedures	1–2

Answers could include:

- Provide training on safe handling, storage and transport
- Ensure workers have an understanding of safe work environments and equipment
- Provide information instruction and training
- Provide adequate signage
- Follow WHS requirements – lead by example
- Induction training
- Provide personal protective equipment and instruction
- Ensure WHS committee or representative is active in the business team meetings
- Use of outside consultants for training
- Evacuation/fire drills
- Safety Audits – results shared with employees

Business Services

2013 HSC Examination Mapping Grid

Section I

Question	Marks	Unit of competency / Element of competency	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
1	1	BSBCMM201A Communicate in the workplace Element 2 Complete workplace documentation and correspondence (page 15)	X		X					
2	1	BSBCUS201B Deliver a service to customers Element 1 Establish contact with customers (page 21)							X	
3	1	BSBWOR202A Organise and complete daily work activities Element 3 Review work performance (page 75)		X					X	
4	1	BSBCMM201A Communicate in the workplace Element 2 Complete workplace documentation and correspondence (page 15)	X		X		X			X
5	1	BSBINM201A Process and maintain workplace information Element 1 Collect information (page 45)			X		X			X
6	1	BSBIND201A Work effectively in a business environment Element 1 Work within organisational requirements (page 32)							X	
7	1	BSBWOR203B Work effectively with others Element 3 Deal effectively with issues, problems and conflict (page 81)		X				X		
8	1	BSBINM201A Process and maintain workplace information Element 3 Maintain information systems (page 47)			X				X	
9	1	BSBCUS201B Deliver a service to customers Element 4 Process customer feedback (page 26)	X		X	X				
10	1	BSBWHS201A Contribute to health and safety of self and others Safe work practices and procedures. Hazardous substances (page 3)							X	

Question	Marks	Unit of competency / Element of competency	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
11	1	BSBSUS201A Participate in environmentally sustainable work practices Element 3 Seek opportunities to improve resource efficiency (page 66)			X				X	
12	1	BSBWOR203B Work effectively with others Element 1 Develop effective workplace relationships (page 79)	X	X						
13	1	BSBWOR202A Organise and complete daily work activities Element 2 Complete work tasks (page 73)								X
14	1	BSBWHS201A Contribute to health and safety of self and others Safety signs and symbols (page 2)			X					
15	1	BSBSUS201A Participate in environmentally sustainable work practices Element 2 Comply with environmental regulations (page 65 – 66)				X		X		

Section II

Question	Marks	Unit of competency / Element of competency	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
16 (a)	4	BSBCMM201A Communicate in the workplace Element 1 Gather, convey and receive information and ideas (page 13)					X		X	
16 (b)	5	BSBCMM201A Communicate in the workplace Element 1 Gather, convey and receive information and ideas (page 14)	X			X				

Question	Marks	Unit of competency / Element of competency	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
17 (a)	2	BSBWOR202A Organise and complete daily work activities Element 1 Organise work schedule (page 73)					X	X		
17 (b)	4	BSBWOR202A Organise and complete daily work activities Element 1 Organise work schedule (page 71)			X	X				
17 (c)	4	BSBWOR202A Organise and complete daily work activities Element 1 Organise work schedule (page 71)	X		X	X		X		X
18 (a)	1	BSBCUS201B Deliver a service to customers Element 1 Establish contact with customers (page 22)	X							
18 (b)	5	BSBCUS201B Deliver a service to customers Element 1 Establish contact with customers (page 22)	X		X			X		
19 (a)	2	BSBWOR203B Work effectively with others Element 1 Develop effective workplace relationships (page 78)		X					X	
19 (b)	3	BSBWOR203B Work effectively with others Element 1 Develop effective workplace relationships (page 78)	X	X	X					
19 (c)	5	BSBWOR203B Work effectively with others Element 1 Develop effective workplace relationships (page 79)	X	X	X		X	X		

Section III

Question	Marks	Unit of competency / Element of competency	Employability skills (Please put an X where appropriate)								
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology	
20	15	BSBINM201A Process and maintain workplace information Element 1 Collect information (page 43–45) Element 2 Process workplace information (page 45–46) Element 3 Maintain information systems (page 46–48)	X		X	X					X

Section IV

Question	Marks	Unit of competency / Element of competency	Employability skills (Please put an X where appropriate)								
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology	
21 (a)	3	BSBWHS201A Contribute to health and safety of self and others Work health and safety. Implications of the cost of workplace injuries (page 1) BSBIND201A Work effectively in a business environment Element 1 Work within organisation requirements (page 32–33)			X		X			X	
21 (b)	4	BSBWHS201A Contribute to health and safety of self and others Work health and safety. Acknowledge that WHS is everyone’s responsibility in the workplace and the implication of this responsibility (page 1) BSBIND201A Work effectively in a business environment Element 1 Work within organisation requirements (page 32–33)		X	X	X	X	X	X	X	
21 (c)	8	BSBWHS201A Contribute to health and safety of self and others Safe work practices and procedures. Safe work practices and procedures and their purposes (page 3) BSBIND201A Work effectively in a business environment Element 1 Work within organisation requirements (page 32–33)	X	X	X		X	X	X		