



**BOARD OF STUDIES**  
NEW SOUTH WALES

## **2013 HSC Financial Services Marking Guidelines**

### **Section I**

#### **Multiple-choice Answer Key**

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

## Section II

### Question 16

Criteria	Marks
• Correctly outlines TWO appropriate actions	2
• Provides some relevant information	1

*Sample answer:*

Notify relevant persons – 000 and WHS officer. Also follow workplace policies and procedures to fill in an accident form. Report accident to WorkCover.

### Question 17 (a)

Criteria	Marks
• Correctly identifies the required skills	2
• Provides some relevant information	1

*Sample answer:*

To be an effective team member one could: participate in team discussions, contribute to the decision making process, demonstrate good listening and questioning skills, negotiate, respect others, display conflict management skills.

### Question 17 (b)

Criteria	Marks
• Correctly identifies the benefits of cultural diversity in the workplace	2
• Provides some relevant information	1

*Sample answer:*

Cultural diversity in the workplace could improve customer service, access new skills, increase tolerance and understanding, access overseas markets.

**Question 18**

	<b>Marks</b>
<ul style="list-style-type: none"><li>Clearly distinguishes between rights and obligations of employees</li><li>Provides appropriate examples of both</li></ul>	4
<ul style="list-style-type: none"><li>Distinguishes between rights and obligations of employees</li><li>Provides an appropriate example of either</li></ul>	3
<ul style="list-style-type: none"><li>Outlines the rights or obligations of employees</li><li>Provides an appropriate example</li></ul> OR <ul style="list-style-type: none"><li>Outlines both rights and obligations</li></ul>	2
<ul style="list-style-type: none"><li>Provides some relevant information</li></ul>	1

***Sample answer:***

Rights are the entitlements of workers. They can include breaks, remuneration, superannuation contribution (SGC) (if applicable), holiday/sick leave (if applicable), safe working conditions and equal opportunity.

Obligations are mandatory requirements of workers. Obligations can include: maintaining safe working environment, confidentiality, punctuality, professional behaviour with internal and external stakeholders.

**Question 19 (a)**

Criteria	Marks
• Provides two reasons for following sustainable work practices	2
• Provides one reason	1

**Sample answer:**

Businesses should implement sustainable work practices in order to: protect the environment, comply with legislation, reduce operating costs, improve productivity, practise moral responsibility, and maintain good reputation.

**Question 19 (b)**

Criteria	Marks
• An explanation of how technology contributes to sustainable work practices	2
• Attempts to explain or provides a limited explanation	1

**Sample answer:**

Technology can contribute to sustainability in many ways. Having lights and monitors on timers can save energy. If web-conferencing is used it saves the use of energy by participants not needing to commute. Storing documents electronically reduces the need for paper-based resources.

**Question 20 (a)**

Criteria	Marks
• Provides the correct answer	1

**Sample answer:**

$$(\$425,000 - \$125,000) \times 10\% = \$30,000$$

**Question 20 (b)**

Criteria	Marks
• Correctly calculates the total interest charged, showing working	3
• Provides a substantially correct solution	2
• Identifies the correct formula or relevant data	1

**Sample answer:**

$$\begin{aligned} A &= P(1+r)^n \\ &= \$115\,000 \times \left(1 + \frac{8\%}{12}\right)^6 \\ &= \$119\,677.35 - \$115\,000 \\ &= \$4677.35 \end{aligned}$$

**Question 21 (a)**

Criteria	Marks
• Outlines at least TWO security measures	2
• Outlines ONE security measure	1

**Sample answer:**

When preparing to bank receipts you should: check and verify supporting documentation, vary time and route to the bank, segregate duties in handling cash, have two people count cash.

**Question 21 (b)**

Criteria	Marks
• Correctly enters majority of details	4
• Correctly enters most details	3
• Correctly enters some details	2
• Correctly enters one detail	1

**Sample answer:**

Date	Receipt number	Particulars	Cash at bank	Accounts receivable	GST collected or payable	Discount allowed	Garden work	Interest received
4/8/13	38	Garden work cash	99		9		90	
10	39	Accounts receivable Haze	121	132	(1)	(10)		
11		Accounts receivable Haze	(121)	(132)	1	10		
28		RMZ Interest	5.50					5.50

**Question 21 (c)**

Criteria	Marks
• Correctly enters majority of details	6
• Correctly enters most details	4–5
• Correctly enters some details	2–3
• Correctly enters one detail	1

**Sample answer:**

<i>Amount received</i>	<i>Voucher /cheque number</i>	<i>Date</i>	<i>Details</i>	<i>Amount paid</i>	<i>GST paid</i>	<i>Staff amenities</i>	<i>Postage</i>
50.00	822	1/3/13	Advance				
	1	4/3/13	Milk Tea Coffee	8.20		8.20	
	2	8/3/13	Stamps	33.00	3.00		30.00
25.00	845	11/3/13	Increase advance				
	3	23/3/13	Stamps	22.00	2.00		20.00
				63.20	5.00	8.20	50.00
			Bal C/D	11.80			
75.00				75.00			
11.80			Bal B/D				
63.20	861	31/3/13	Reimbursement				

## Section III

### Question 22

Criteria	Marks
<ul style="list-style-type: none"> <li>• Demonstrates a comprehensive understanding of strategies for effective teamwork</li> <li>• Demonstrates a comprehensive understanding of strategies to implement financial services workplace procedures and industry standards</li> <li>• Demonstrates a comprehensive understanding of strategies to implement accounting and bookkeeping procedures</li> <li>• Provides a logical and cohesive response that includes industry terminology and relevant industry examples</li> </ul>	13–15
<ul style="list-style-type: none"> <li>• Demonstrates a detailed understanding of strategies for effective teamwork</li> <li>• Demonstrates a detailed understanding of strategies to implement financial services workplace procedures and industry standards</li> <li>• Demonstrates a detailed understanding of strategies to implement accounting and bookkeeping procedures</li> <li>• Provides a mostly logical and cohesive response that includes industry terminology and industry examples</li> </ul>	10–12
<ul style="list-style-type: none"> <li>• Provides information about effective teamwork, workplace procedures and industry standards, and/or accounting and bookkeeping procedures</li> <li>• Provides a general response that may include industry terminology and examples</li> </ul>	7–9
<ul style="list-style-type: none"> <li>• Provides limited information about effective teamwork, and/or workplace procedures and industry standards, and/or accounting and bookkeeping procedures</li> <li>• Provides a general response</li> </ul>	4–6
<ul style="list-style-type: none"> <li>• Provides basic information about effective teamwork or workplace procedures or industry standards or accounting and bookkeeping procedures</li> </ul>	1–3

#### *Answers could include:*

Staff work effectively:

- Communicate well verbally or written
- Work effectively in teams
- Work safely
- Respect each other
- Resolve conflicts

Workplace and industry standards:

- Privacy act
- Workplace discrimination
- Leave entitlements etc
- Taxation such as GST, PAYG Withholding and Instalment

Accounting and bookkeeping

- Cash handling procedures
- Accounting software



- Authorisation and verification
- Processing source documents into journals, ledger and produce trial balance and produce Income Statement and Balance Sheet

## Section IV

### Question 23 (a)

Criteria	Marks
• Correctly identifies reasons for ABC Bakery to depreciate its non-current assets	2
• Provides some relevant information	1

**Sample answer:**

Depreciation entries are made to match the revenues generated by the Non-Current Assets with the consumption or using up of the assets. Depreciation provides an estimate of Non-Current Assets carrying value over time, or after usage, that recognises the assets' loss in value due to wear and tear or obsolescence. It is ultimately used to reduce ABC's tax liability.

**Question 23 (b)**

Criteria	Marks
• Constructs a fully classified balance sheet that completely shows the company's financial position	8
• Constructs a fully classified balance sheet that substantially shows the company's financial position	6–7
• Constructs a balance sheet that mostly shows the company's financial position	4–5
• Constructs a balance sheet that is limited in showing the company's financial position	2–3
• Provides some relevant information	1

**Sample answer:**

Balance Sheet of ABC Bakery as at 30/6/13			
	\$	\$	\$
<b>Current Assets</b>			
Debtors (Accounts receivable)	20 500		
Less Allowance for doubtful debts	(100)	20 400	20 400
<b>Non-current Assets</b>			
Motor vehicle	18 000		
Less Accumulated depreciation for motor vehicle	(14 000)	4 000	4 000
<b>Total Assets</b>			24 400
<b>Current Liabilities</b>			
Accrued expense for wages		1 000	1 000
<b>Non-Current Liability</b>			
Long service leave		16 000	16 000
<b>Total Liabilities</b>			17 000
<b>Net Assets</b>			7 400
Owners equity			
Capital	5 000		
Net profit	2 400		
<b>Total Owner's Equity</b>			7 400

**Question 23 (c)**

Criteria	Marks
• Provides a comprehensive explanation of the purpose of subsidiary ledgers and financial reports	9–10
• Provides a satisfactory explanation of the purpose of subsidiary ledgers and financial reports	7–8
• Provides a limited explanation of the purpose of subsidiary ledgers and financial reports	5–6
• Demonstrates a basic understanding of the purpose of subsidiary ledgers/financial reports	3–4
• Provides some relevant information	1–2

***Answers could include:***

*Subsidiary ledgers*

- Provide transaction details: supplier, customer, date, amount, invoices, credit notes and payments
- Allow period reconciliation of supplier statements in preparation for creditor payments
- Allow period reconciliation of customer remittances to help identify problems and errors
- Generate aged debtors to facilitate the management of cash flows and identify bad and doubtful debts

*Financial reports*

- Show details of revenue, cost of goods sold, gross profit, expenses and net profit or loss
- Show values of assets (current and non-current), liabilities (current and non-current) and owner's equity.

**Question 24 (a)**

Criteria	Marks
• Provides a comprehensive explanation of how employees can meet customer needs	4
• Provides a sound explanation of how employees can meet customer needs	3
• Provides a limited explanation of how employees can meet customer needs	2
• Provides some relevant information	1

**Sample answer:**

- Customer service
- No rudeness. Follow up plus effective response to complaints
- Relevant product knowledge plus maintain it and keep up to date
- Follow policy for abusive customers
- Seek assistance if necessary
- Question customer so fully understand customer needs, preferences plus expectations

**Question 24 (b)**

Criteria	Marks
• Provides a comprehensive outline of policies and procedures required	4
• Provides a sound outline of policies and procedures required	3
• Identifies some policies and procedures required	2
• Provides some relevant information	1

**Sample answer:**

- Scope of the agency's capacity to offer advice
- Level of authorisation
- Protocols for referrals
- Maintaining up-to-date knowledge
- Agreed time frames
- Standard operating procedures for processing transactions

**Question 24 (c)**

Criteria	Marks
<ul style="list-style-type: none"> <li>• Demonstrates a comprehensive understanding of the key issues involved</li> <li>• Provides detailed evidence of the relationship between the bank's requirements and the maintaining of records, processing payments and managing cash holdings</li> <li>• Provides relevant industry examples</li> </ul>	11–12
<ul style="list-style-type: none"> <li>• Demonstrates a detailed understanding of the key issues involved</li> <li>• Provides evidence of the relationship between the bank's requirements and the maintaining of records, processing payments and managing cash holdings</li> <li>• Provides relevant industry examples</li> </ul>	8–10
<ul style="list-style-type: none"> <li>• Provides general information about the relationship between the bank's requirements and the maintaining of records, processing payments and managing cash holdings</li> <li>• Provides industry examples</li> </ul>	5– 7
<ul style="list-style-type: none"> <li>• Provides limited information about the relationship between the bank's requirements and the maintaining of records, processing payments and managing cash holdings</li> <li>• Provides example(s)</li> </ul>	3 – 4
<ul style="list-style-type: none"> <li>• Makes a statement about the relationship between the bank's requirements and the maintaining of records/processing payments/ managing cash holdings</li> </ul>	1– 2

**Sample answer:**
*Maintaining records:*

- Archiving
- Confidentiality
- Privacy
- Creation
- Maintenance
- Proposal

*Security*

- Access
- Release

*Payment system*

Use of client and payee database for extracting information for payments:

- System controls
  - integrity
  - security
- Data entry
  - accuracy
  - time frame
  - systems and accounts

- related systems

Processes and procedures for payments:

- Facility
- Documentation
- Verification
- Authorisation
- Payment status
- Discrepancies
  - common discrepancies
  - correction of discrepancies
- Effective payment

Workplace records commonly used to maintain information about payments:

- Importance of information management
- Standard procedures
  - storage
  - access and release
  - traceable

### *Managing cash holdings*

Processing and proofing cash transactions:

- Opening, closing and clearing the terminal
- Cash and non-cash handling procedures
  - accuracy
  - confidentiality
  - security
- Record takings
- Transference of tender
- Maintenance of cash float
- Balance cash holdings
  - cash and non-cash balancing calculations
  - reconcile takings
  - discrepancies
    - ◆ common discrepancies
    - ◆ correction of discrepancies
  - workplace documentation

**Question 25 (a)**

Criteria	Marks
• Provides a comprehensive explanation of the regulatory roles of ASIC and APRA	4
• Provides a satisfactory explanation of the regulatory roles of ASIC and APRA	3
• Provides a limited explanation of the regulatory roles of ASIC and APRA	2
• Provides some relevant information	1

**Sample answer:**
**ASIC**

- Enforces and regulates companies and financial services laws

**Areas covered:**

- Corporate governance
- Securities and derivatives
- Insurance
- Consumer protection
- Financial literacy

**APRA**

- Ensure institutions (banks, credit union, insurance, most superannuation firms) meet obligations to stakeholders
- Independent statutory authority

**Question 25 (b)**

Criteria	Marks
• Provides BOTH advantages and disadvantages	4
• Provides TWO advantages and ONE disadvantage (or vice versa)	3
• Provides ONE advantage and ONE disadvantage or at least TWO of ONE	2
• Provides some relevant information	1

**Sample answer:**

<i>Advantages</i> <ul style="list-style-type: none"> <li>• Access money</li> <li>• Convenience</li> <li>• Safety</li> </ul>	<i>Disadvantages</i> <ul style="list-style-type: none"> <li>• Costs to borrow money</li> <li>• If can't repay, then lose assets</li> <li>• A poor credit rating limits ability to access credit</li> </ul>
---	--



**Question 25 (c)**

Criteria	Marks
<ul style="list-style-type: none"> <li>• Provides a detailed comparison of the assessment and administration of taxation liabilities by individuals and businesses</li> <li>• Demonstrates a comprehensive understanding of taxation liabilities</li> <li>• Provides relevant industry examples</li> </ul>	11–12
<ul style="list-style-type: none"> <li>• Provides a satisfactory comparison of the assessment and administration of taxation liabilities by individuals and businesses</li> <li>• Demonstrates a detailed understanding of taxation liabilities</li> <li>• Provides relevant industry examples</li> </ul>	8–10
<ul style="list-style-type: none"> <li>• Provides a limited comparison of the assessment and administration of taxation liabilities by individuals and businesses</li> <li>• Provides industry examples</li> </ul>	5–7
<ul style="list-style-type: none"> <li>• Provides limited information about individuals and/or businesses in relation to taxation liabilities</li> <li>• Provides example(s)</li> </ul>	3–4
<ul style="list-style-type: none"> <li>• Makes a statement about individuals and/or businesses in relation to taxation liabilities</li> </ul>	1–2

**Sample answer:**

<p><i>Individual</i></p> <ul style="list-style-type: none"> <li>• Income Tax Return – Annual</li> <li>• Payment Sum – Receive</li> <li>• TFN apply</li> <li>• TFN Declare</li> <li>• Rate – Individual rates</li> <li>• Under or Over payment of tax – refund or bill annual</li> </ul>	<p><i>Business</i></p> <ul style="list-style-type: none"> <li>• Income Tax Return – Quarterly IAS</li> <li>• Payment Sum – Issue</li> <li>• BAS – PAYG, GST, IAS, LCT, FBT</li> <li>• Rates — Partnership (see individual); Sole trader (see individual); Company</li> <li>• ABN</li> <li>• Underpayment or overpayment of tax – refund or bill</li> </ul>
---	--

# Financial Services

## 2013 HSC Examination Mapping Grid

### Section I

Question	Marks	HSC content – focus area	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
1	1	Safety, WHS compliance pg 36 (official notice BOS 10/12)				X		X		
2	1	Industry context, Working in the industry pg 31	X							
3	1	Financial operations, Financial transactions pg 27			X					
4	1	Work, Communication pg 41	X	X						
5	1	Financial operations, Financial transactions pg 27			X					
6	1	Safety, WHS compliance pg 36 (official notice BOS 10/12)	X							
7	1	Work, Cultural diversity pg 43	X	X						
8	1	Financial operations, Financial transactions pg 27			X					
9	1	Safety, WHS Compliance pg 36 (official notice BOS 10/12)	X	X		X				
10	1	Financial operations, Financial transactions pg 27			X					
11	1	Financial operations, Financial transaction pg 27			X					
12	1	Financial operations, Financial information pg 25			X					
13	1	Industry context, Working in the industry pg 31	X	X						
14	1	Financial operation, Financial transactions pg 27			X					
15	1	Financial operations, Financial calculations pg 27			X					

**Section II**

Question	Marks	HSC content – focus area	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
16	2	Safety, Safe work practices and procedures pg 37 (official notice BOS 10/12)	X				X			
17 (a)	2	Work, Communication and Working with others pg 41	X	X						
17 (b)	2	Work, Cultural diversity pg 43		X			X			
18	4	Work, The financial services worker and work practices pg 42–43					X			
19 (a)	2	Work, Work practices pg 43				X	X			
19 (b)	2	Work, Technology pg 44								X
20 (a)	1	Financial operations, Financial calculations pg 26			X					
20 (b)	3	Financial operations, Financial calculations pg 27			X					
21 (a)	2	Financial operations, Financial transactions and Financial information pg 25, 28				X	X			
21 (b)	4	Financial operations, Financial transactions and Financial information pg 25, 27			X					
21 (c)	6	Financial operations, Financial transactions and Financial information pg 25, 27			X					

**Section III**

Question	Marks	HSC content – focus area	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
22	15	Work, Working with others pg 41; Industry context, Working in the industry pg 31; Financial operations, Financial transactions pg 27	X	X	X					

**Section IV**

Question	Marks	HSC content – focus area	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
23 (a)	2	Accounting, Financial reports pg 48			X					
23 (b)	8	Accounting, Financial reports pg 48			X					
23 (c)	10	Accounting, Financial reports pg 47–48					X		X	
24 (a)	4	Financial services – pg 52 Agency for Financial services institutions						X		
24 (b)	4	Financial services – pg 52 Agency for Financial services institutions					X			
24 (c)	12	Financial services – pg 53 Cash and non-cash transactions Payment systems pg 54 Record keeping in the financial services industry pg 54–55			X					
25 (a)	4	Financial systems and markets, Australian financial systems and markets pg 61 FNSFLT203A, FNSFLT205A, FNSFLT206A pp56-57							X	
25 (b)	4	Financial systems and markets, Debt and consumer credit pg 59							X	
25 (c)	12	Financial systems and markets, Taxation pg 61, 62			X					