

2014 HSC Business Services Marking Guidelines

Section I

Multiple-choice Answer Key

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

Section II

Question 16 (a)

Criteria	Marks
• Outlines relevant strategies to improve the ergonomic design of the workstation	3
• Identifies some strategies to improve the ergonomic design of the workstation	2
• Makes a general statement about ergonomic design	1

Sample answer:

The worker needs to be provided with a foot rest and a 5-wheel, height-adjustable chair. The screen needs to be adjusted to eye level. The keyboard needs to be in closer proximity to the worker.

Question 16 (b)

Criteria	Marks
• Demonstrates a sound understanding of TWO consequences for a business if it does not provide ergonomically designed equipment for its workers	2
• Demonstrates an understanding of ONE consequence for a business if it does not provide ergonomically designed equipment for its workers	1

Sample answer:

A worker may suffer an injury, such as occupational overuse syndrome, and need to take sick leave. The business will need to employ a replacement worker, which will be an additional cost.

Question 17 (a)

Criteria	Marks
• Demonstrates a sound understanding of the information that should be included in a job application for a receptionist position	3
• Demonstrates some understanding of the information that should be included in a job application for a receptionist position	2
• Makes a general statement about job applications	1

Sample answer:

Maria should include a resume, which should contain her contact details, qualifications, relevant skills and experiences for a receptionist position. She should also include an application letter outlining her reasons for wanting the job and what she can offer the company in the receptionist position.

Question 17 (b)

Criteria	Marks
• Demonstrates a sound understanding of the preparation required for a job interview as a receptionist	3
• Demonstrates some understanding of the preparation required for a job interview as a receptionist	2
• Makes a general statement about job interviews	1

Sample answer:

Maria should research the companies and increase her confidence prior to the interview by familiarising herself with the information. She should practise answering possible interview questions. As she will be the first point of contact for customers, she should wear appropriate business attire and project a positive image.

Question 18 (a)

Criteria	Marks
• Correctly identifies TWO possible reasons	2
• Correctly identifies ONE possible reason	1

Sample answer:

- Excessive workload
- Personal animosity

Answers could include:

- Poor communication
- Aggressive behaviour
- Misunderstanding of roles and responsibilities
- Lack of knowledge or skills

Question 18 (b)

Criteria	Marks
• Demonstrates a thorough understanding of conflict resolution techniques that a manager could use to resolve the issues	4
• Demonstrates a sound understanding of conflict resolution techniques that a manager could use to resolve the issues	3
• Identifies some strategies that could be used to resolve the issues	2
• Makes a general statement about conflict resolution	1

Sample answer:

When dealing with conflict between co-workers, a manager can act as a mediator. The manager should encourage the parties to express their points of view and facilitate solutions that are appropriate for all concerned. The solutions should be implemented and then follow-up undertaken to determine if the issues have been resolved. If the issues have not been resolved, then alternative solutions will need to be considered.

Answers could include:

- Eliminate adversarial contests
- Promote the concept of ‘win-win’
- Allow for solutions that meet all parties’ needs
- Follow due process — listen, acknowledge, respond, report and follow up

Question 19

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a thorough understanding of factors that need to be considered when selecting communication methods for a work task • Clearly relates the factors to the effective completion of a work task 	5
<ul style="list-style-type: none"> • Demonstrates a sound understanding of factors that need to be considered when selecting communication methods for a work task • Shows some link between the factors and the completion of a work task 	3–4
<ul style="list-style-type: none"> • Identifies some factors that need to be considered when selecting communication methods 	2
<ul style="list-style-type: none"> • Makes a general statement about communication or communication methods 	1

Sample answer:

If the matter is urgent and needs to be conveyed immediately, a telephone call would be the best method of communication. If the information is detailed or a document needs to be attached, then an email would be a preferable means of conveying the information. Other considerations could be reliability, cost, whether both the sender and the receiver have access to the equipment, and the nature of the data to be communicated.

Answers could include:

- Availability
- Skills of worker
- Nature of the task
- Urgency of the task
- Quality of output required
- Budget

Question 20 (a)

Criteria	Marks
• Demonstrates a sound understanding of the requirements imposed on a business by the <i>Privacy Act 1988</i> (Cth)	2
• Makes a general statement about privacy	1

Sample answer:

Information about individuals, including customers and staff, must be kept confidential and stored in a safe manner, and not be used for non-business purposes.

Question 20 (b)

Criteria	Marks
• Demonstrates a sound understanding as to why a business should have policies addressing the use of the internet for its workers	3
• Demonstrates some understanding as to why a business should have policies addressing the use of the internet for its workers	2
• Makes a general statement about internet access for workers	1

Sample answer:

These policies could ensure that a consistent set of standards and expectations is applied to all workers and raise awareness of the expectations. These policies also ensure the internet is not used inappropriately and that workers remain focused on their job requirements and do not waste time.

Question 21 (a)

Criteria	Marks
• Demonstrates a sound understanding of the importance of courtesy in establishing contact with customers	3
• Demonstrates some understanding of the importance of courtesy in establishing contact with customers	2
• Makes a general statement about courtesy or establishing contact with customers	1

Sample answer:

Customers expect workers to be courteous and polite. Courtesy helps set the mood of communication, reduces the chance of the customer becoming aggressive, and fosters a relationship between the worker and the customer, which improves the chance of repeat business.

Question 21 (b)

Criteria	Marks
• Provides a thorough understanding of why having structured follow-up procedures benefits customer service	5
• Demonstrates a sound understanding of why having structured follow-up procedures benefits customer service	4
• Demonstrates an understanding of why having structured follow-up procedures benefits customer service	3
• Demonstrates some understanding of follow-up procedures in customer service	2
• Makes a general statement about follow-up procedures or customer service	1

Sample answer:

Follow-up procedures could include phoning customers to see if they are happy with the product or service they received, providing reminders to customers that appointments are coming up, or ensuring customers are aware of procedures relating to warranties. If these procedures are well established, customers will feel valued and that the business is interested in them. Incorporating structured follow-up procedures ensures good customer service is consistently being provided by all employees.

Section III

Question 22

Criteria	Marks
<ul style="list-style-type: none"> • Identifies a diverse range of strategies that could be used to improve resource efficiency • Demonstrates a comprehensive understanding of these strategies and resource efficiency • Clearly demonstrates the relationship between these strategies and improved resource efficiency • 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"> • Identifies a range of strategies that could be used to improve resource efficiency • Demonstrates a detailed understanding of these strategies and resource efficiency • Demonstrates the relationship between these strategies and improved resource efficiency • Communicates ideas and information using workplace examples and industry terminology • Presents a logical and cohesive response 	10–12
<ul style="list-style-type: none"> • Identifies some strategies that could be used to improve resource efficiency • Demonstrates a sound understanding of these strategies and resource efficiency • Makes some links between these strategies and improved resource efficiency • Communicates ideas and information using some industry terminology • Presents a logical response 	7–9
<ul style="list-style-type: none"> • Demonstrates a basic understanding of strategies that could be used to improve resource efficiency • Shows a basic understanding of how to improve resource efficiency • Communicates using basic industry terminology • Demonstrates some organisation in presenting information 	4–6
<ul style="list-style-type: none"> • Makes general statement(s) about resource efficiency AND/OR strategies that could be used to improve resource efficiency • Makes limited use of industry terminology 	1–3

Answers could include:

- Efficient use of energy and resources
- Opportunities for use of alternative forms of energy
- Use of renewable, recyclable, reusable and recoverable resources
- Avoidance or minimisation strategies
 - Purchasing sustainable products
 - Regular maintenance of tools and equipment
 - Use of biodegradable/non-toxic materials
- Waste minimisation
- Removal and disposal of non-reusable materials

Section IV**Question 23 (a)**

Criteria	Marks
<ul style="list-style-type: none">• Demonstrates a sound understanding of the benefits of consulting with others when organising an individual's work schedule in order to solve the workload issue for this company	3
<ul style="list-style-type: none">• Demonstrates an understanding of the benefits of consulting with others when organising an individual's work schedule in order to solve the workload issue for this company	2
<ul style="list-style-type: none">• Makes a general statement about consulting with others <p>OR</p> <ul style="list-style-type: none">• Makes a general statement about solving the workload issue for this company	1

Sample answer:

Consultation with others ensures each member of the team knows what the others are doing. There will be no repetition of tasks. Resources can be allocated more efficiently and deadlines are more likely to be met.

Question 23 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a thorough understanding of the value of sharing and updating information between team members to create positive work relationships for this company 	4
<ul style="list-style-type: none"> • Demonstrates a sound understanding of the value of sharing and updating information between team members to create positive work relationships for this company 	3
<ul style="list-style-type: none"> • Demonstrates an understanding of sharing and/or updating information between team members to create positive work relationships 	2
<ul style="list-style-type: none"> • Makes a general statement about sharing information <p>OR</p> <ul style="list-style-type: none"> • Makes a general statement about updating information <p>OR</p> <ul style="list-style-type: none"> • Makes a general statement about creating positive work relationships 	1

Sample answer:

Updating and sharing information ensures that communication is occurring in the company. A common understanding ensures that all team members are cohesive in working towards the goals of the company. Team members are helping each other and this should reduce tensions in the workplace.

Question 23 (c)

Criteria	Marks
<ul style="list-style-type: none"> • Suggests and justifies a range of strategies that the company can implement to deal with cross-cultural misunderstandings • Demonstrates a thorough understanding of cross-cultural misunderstandings in a workplace • Presents a detailed response using relevant workplace examples and industry terminology 	8
<ul style="list-style-type: none"> • Suggests and justifies strategies that the company can implement to deal with cross-cultural misunderstandings • Demonstrates a sound understanding of cross-cultural misunderstandings in a workplace • Presents a response using workplace examples and industry terminology 	6–7
<ul style="list-style-type: none"> • Suggests some strategies that the company can implement to deal with cross-cultural misunderstanding • Demonstrates some understanding of cross-cultural misunderstanding in a workplace • Includes workplace examples and some industry terminology 	4–5
<ul style="list-style-type: none"> • Demonstrates a basic understanding of strategies and/or provides examples that the company can implement to deal with cross-cultural misunderstanding • Makes limited use of industry terminology 	2–3
<ul style="list-style-type: none"> • Makes a general statement about misunderstandings in a workplace 	1

Answers could include:

- Staff training
- Using staff cultural skills
- Written communication and signs in various languages
- Promoting cultural celebrations
- Variety in communication methods
- Knowledge of cultural support agencies

Business Services

2014 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	BSBINM201A Process and maintain workplace information Element 3 – Maintain information systems – page 47			X		X			
2	1	BSBCMM201A Communicate in the workplace Element 1 – Gather, convey and receive information and ideas – page 13	X							X
3	1	BSBIND201A Work effectively in a business environment Element 2 – Work in a team – page 37	X		X				X	
4	1	BSBWHS201A Contribute to health and safety of self and others Risk Management – page 3			X	X		X		
5	1	BSBCUS201B Deliver a service to customers Element 3 – Deliver service to customers – page 24	X						X	X
6	1	BSBCMM201A Communicate in the workplace Element 1 – Gather, convey and receive information and ideas – page 12	X		X					
7	1	BSBCUS201B Deliver a service to customers Element 3 – Deliver service to customers – page 24				X			X	
8	1	BSBINM201A Process and maintain workplace information Element 2 – Process workplace information – page 46	X		X		X			
9	1	BSBWOR203B Work effectively with others Element 1 – Develop effective workplace relationships – page 78		X	X	X	X	X	X	
10	1	BSBWHS201A Contribute to health and safety of self and others Safe work practices and procedures – page 3			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
11	1	BSBWOR202A Organise and complete daily work activities Element 2 – Complete work tasks – page 73			X	X	X	X	X	X
12	1	BSBWOR202A Organise and complete daily work activities Element 3 – Review work performance – page 74	X				X		X	
13	1	BSBSUS201A Participate in environmentally sustainable work practices Element 1 – Identify current resource use – page 63			X	X	X			
14	1	BSBIND201A - Work effectively in a business environment Element 1 – Work within organisational requirements – page 33	X	X	X	X				
15	1	BSBSUS201A Participate in environmentally sustainable work practices Element 2 – Comply with environmental regulations – page 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)	3	BSBWHS201A Contribute to health and safety of others and self a) Safe work practices and procedures (page 3) b) WHS compliance (pages 1 and 2)			X		X	X	X	X
16 (b)	2									
17 (a)	3	BSBIND201A Work effectively in a business environment a) Element 1 – Work within organisational requirements (page 35) b) Element 1 – Work within organisational requirements (page 35)	X			X	X	X	X	
17 (b)	3									

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
18 (a)	2	BSBWOR203B Work effectively with others a) Element 3 – Deal effectively with issues, problems and conflict – page 82	X	X	X					
18 (b)	4	b) Element 3 – Deal effectively with issues, problems and conflict – page 82								
19	5	BSBCMM201A Communicate in the workplace Element 1 – Gather, convey and receive information and ideas (page 13)	X		X					X
20 (a)	2	BSBINM201A Process and maintain workplace information a) Element 1 – Collect information – page 45	X		X		X			X
20 (b)	3	b) Element 1 – Collect information – page 45								
21 (a)	3	BSBCUS201B Deliver a service to customers a) Element 1 – Establish contact with customers – page 21	X		X	X		X		
21 (b)	5	b) Element 1 – Establish contact with customers – page 21								

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
22	15	BSBSUS201A Participate in environmentally sustainable work practices Element 3 – Seek opportunities to improve resource efficiency – page 66			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
23 (a)	3	BSBWOR202A Organise and complete daily work activities a) Element 1 – Organise work schedule – page 70	X	X	X	X		X		
23 (b)	4	BSBWOR203B Work effectively with others b) Element 2 – Contribute to workgroup activities – page 80								
23 (c)	8	c) Element 3 – Deal effectively with issues, problems and conflict – page 81								