

2015 HSC Business Services Marking Guidelines

Section I

Multiple-choice Answer Key

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

Section II**Question 16 (a)**

Criteria	Marks
• Demonstrates a sound understanding of the importance for a worker to maintain a balance between work and life	3
• Demonstrates an understanding of the importance for a worker to maintain a balance between work and life	2
• Makes a general statement about the relationship between work and life	1

Sample answer:

Achieving a balance between work and life reduces stress for a worker and allows them to effectively participate in the workplace. The mental health of workers is negatively impacted by focusing too much on work. Workers who become stressed may also become physically ill which impacts their whole life.

Answers could include:

- Attending to family priorities
- Minimising stress
- Meeting deadlines
- Looking after physical/mental wellbeing
- Workers are more productive when not stressed
- Improved work relations
- Staff morale

Question 16 (b)

Criteria	Marks
<ul style="list-style-type: none"> Proposes a range of strategies a business could implement to help workers maintain a balance between work and life 	5
<ul style="list-style-type: none"> Outlines some strategies a business could implement to help workers maintain a balance between work and life 	4
<ul style="list-style-type: none"> Identifies strategies a business could implement to help workers maintain a balance between work and life Outlines at least one of these strategies 	3
<ul style="list-style-type: none"> Identifies strategies a business could implement to help workers maintain a balance between work and life OR <ul style="list-style-type: none"> Outlines a strategy a business could implement to help workers maintain a balance between work and life 	2
<ul style="list-style-type: none"> Identifies a strategy a business could implement to help workers maintain a balance between work and life OR <ul style="list-style-type: none"> Shows a basic understanding of the strategies a business could implement to help workers maintain a balance between work and life 	1

Sample answer:

Employers could ensure that the workload of individual workers is achievable. Employers should not expect workers to monitor and answer emails during the evening. They could also direct employees to leave work at the appropriate time. Relaxation/exercise sessions could be provided for their workers during lunchtimes to ensure their workers are fit both physically and mentally. Flexible work hours could also be offered to accommodate individual needs.

Answers could include:

- Providing resources to staff
- Provide counselling services
- Conducting training programs on staff wellbeing

Question 17 (a) (i)

Criteria	Marks
<ul style="list-style-type: none"> Correctly identifies ONE advantage of using email as a form of business communication 	1

Sample answer:

Instant delivery

Answers could include:

- Email can be accessed on a number of devices.
- Email is more cost effective compared to traditional mail delivery services.
- Documents can be attached.
- Multiple receivers are possible.

Question 17 (a) (ii)

Criteria	Marks
<ul style="list-style-type: none"> Correctly identifies ONE disadvantage of using email as a form of business communication 	1

Sample answer:

The message may not be delivered if mailbox is full.

Answers could include:

- An incorrect email address could lead to embarrassment
- Sensitive information can be easily shared and distributed.

Question 17 (b)

Criteria	Marks
<ul style="list-style-type: none"> Shows a thorough understanding of the improvements required to address the concerns relating to style, format and accuracy of the email 	4
<ul style="list-style-type: none"> Outlines some improvements required to the email to address at least TWO of these areas: style, format and accuracy 	3
<ul style="list-style-type: none"> Identifies issues relating to style and/or format and/or accuracy OR <ul style="list-style-type: none"> Outlines an improvement to address the concern(s) raised 	2
<ul style="list-style-type: none"> Makes a general statement about organisational standards or style or format or accuracy 	1

Sample answer:

The email should be more formal and respectful. Spelling, grammatical and punctuation errors should be corrected and the appropriate document name used. A subject, clearly reflecting the purpose of the email, should be included. The email should be proofread prior to sending.

Question 18 (a)

Criteria	Marks
<ul style="list-style-type: none"> Identifies and gives justification for a classification system for organising personnel records 	2
<ul style="list-style-type: none"> Identifies a classification system and/or gives reason for organising personnel records OR <ul style="list-style-type: none"> Identifies a system for organising personnel records 	1

Sample answer:

An alphabetical classification based on employees' last names and then first names should be used. It is the most relevant and easily accessible method.

Question 18 (b)

Criteria	Marks
<ul style="list-style-type: none"> Clearly outlines the risks of storing personnel records in electronic format 	3
<ul style="list-style-type: none"> Identifies the risks of storing personnel records in electronic format OR <ul style="list-style-type: none"> Outlines a risk of storing personnel records in electronic format 	2
<ul style="list-style-type: none"> Makes a general statement about storing records in electronic format 	1

Sample answer

Security is a big issue. It is difficult to monitor access to these files, and they can be easily copied and distributed electronically. Technical failure could deny user access for quite some time while paper-based records are always readily available.

Answers could include:

- Technical issues
- Incorrect file names
- Saved in the wrong directory
- Confidential information more easily leaked to others.

Question 18 (c)

Criteria	Marks
• Outlines procedures that a business could use to create, maintain and discard personnel records	4
• Outlines procedures that a business could use to address at least TWO of these areas: creating, maintaining and discarding personnel records	3
• Identifies procedures that a business could use to create and/or maintain and/or discard personnel records OR • Outlines a procedure that a business could use to create and/or maintain and/or discard personnel records	2
• Makes a general statement about creating and/or maintaining and/or discarding personnel records	1

Sample answer:

When a business maintains their personnel records they should ensure that the files of staff who have left the business are tagged as 'inactive' and removed from the active file. The inactive file will need to be archived and kept for a number of years after the employee has left. The business needs to ensure that the information in personnel files is regularly updated to have correct information, such as home phone numbers of employees for use in emergency situations.

Answers could include:

- transferring records from the active filing system to secondary storage
- compressing computer files prior to archiving
- updating the file index
- relocating inactive or dead files.

Question 19 (a)

Criteria	Marks
• Clearly outlines how a business could benefit from implementing sustainable work practices	3
• Identifies some benefits from implementing sustainable work practices	2
• Identifies a benefit from implementing sustainable work practices	1

Sample answer:

Sustainable work practices benefit a business as they reduce the business's resource use and operational costs. The business would gain a stronger reputation as it would be seen to be environmentally aware, and would attract like-minded customers, leading to business growth.

Answers could include:

- Promote efficient production
- Minimising waste.

Question 19 (b)

Criteria	Marks
<ul style="list-style-type: none"> Identifies TWO current environmental issues applicable to the business services industry Outlines how these two issues could be addressed 	4
<ul style="list-style-type: none"> Identifies TWO current environmental issues applicable to the business services industry Outlines how at least one of these issues could be addressed 	3
<ul style="list-style-type: none"> Identifies TWO current environmental issues applicable to the business services industry OR <ul style="list-style-type: none"> Outlines ONE current environmental issue applicable to the business services industry 	2
<ul style="list-style-type: none"> Identifies ONE environmental issue OR <ul style="list-style-type: none"> Makes a general statement about environmental issues 	1

Sample answer:

- Waste Management — businesses may have to pay high costs to get rid of their waste to landfill. Businesses could consider the use of products which minimise packaging and waste or which can be recycled in order to reduce costs and be more environmentally sustainable.
- Energy Use — energy is a very high cost to many businesses. Businesses may implement the use of alternative energy sources, as well as reducing the use of energy by turning off lights and computers in the office.

Answers could include:

- Sustainability
- Resource use and efficiency
- Water resource management
- Recycling/re-use
- Clean-up practices.

Question 20

Criteria	Marks
<ul style="list-style-type: none"> Explains how emerging technologies have affected work practices in the business services industry 	5
<ul style="list-style-type: none"> Outlines how emerging technologies have affected work practices in the business services industry 	4
<ul style="list-style-type: none"> Identifies effects of emerging technologies on work practices in the business services industry Outlines at least one of these effects 	3
<ul style="list-style-type: none"> Identifies effects of technologies on work practice(s) OR <ul style="list-style-type: none"> Outlines an effect of technologies on work practice(s) 	2
<ul style="list-style-type: none"> Makes a general statement about emerging technologies or work practice(s) OR <ul style="list-style-type: none"> Identifies an effect of technologies on work practice(s) 	1

Sample answer:

Technologies such as improved electronic devices supported by wi-fi have resulted in workers being able to access work information from home, their car or any other place. This allows workers to be more mobile and provides them with more flexible working arrangements. Other technologies, such as new software programs, allow workers to be more efficient. Workers can often complete work more quickly and be more thorough, making fewer errors. This provides workers with greater work satisfaction.

Answers could include:

- Job sharing
- Variety in work tasks.

Section III

Question 21

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of the roles and responsibilities of health and safety committees and work health and safety (WHS) legislation • Clearly demonstrates the relationship between health and safety committees and compliance with work health and safety (WHS) legislation • 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 a detailed understanding of the roles and responsibilities of health and safety committees and work health and safety (WHS) legislation • Links the roles and responsibilities of health and safety committees to compliance with work health and safety (WHS) legislation • Communicates using workplace examples and industry terminology • Presents a logical response 	10–12
<ul style="list-style-type: none"> • Demonstrates a sound understanding of the roles and responsibilities of health and safety committees and/or work health and safety (WHS) legislation • Makes some link between health and safety committees and compliance with work health and safety (WHS) legislation • Uses industry terminology • Demonstrates some organisation in presenting information 	7–9
<ul style="list-style-type: none"> • Demonstrates a basic understanding of the roles and responsibilities of health and safety committees and/or work health and safety (WHS) legislation • Uses basic industry terminology 	4–6
<ul style="list-style-type: none"> • Makes general statement(s) about health and safety committees and/or compliance with work health and safety (WHS) regulations 	1–3

Answers could include:

- Role and responsibilities of health and safety committees
 - consultation
 - safety audit and inspection
 - hazard identification
 - risk management
 - promotion of safety in the workplace
 - training
- Compliance
 - knowledge of (WHS) legislation
 - encouragement of reporting workplace issues
 - regular workplace meetings
 - formation of committees
 - understanding of safe work practices and procedures (eg evacuation drills).

Section IV

Question 22 (a)

Criteria	Marks
<ul style="list-style-type: none"> Explains why it is important for a business to provide quality customer service showing clear relationship between cause and effect 	5
<ul style="list-style-type: none"> Outlines reasons for a business to provide quality customer service Showing a relationship between cause and effect 	4
<ul style="list-style-type: none"> Identifies reasons for a business to provide quality customer service and/or outlines at least one of these reasons 	3
<ul style="list-style-type: none"> Identifies feature(s) of quality customer service and/or reason(s) for providing quality customer service 	2
<ul style="list-style-type: none"> Identifies a feature of quality customer service OR <ul style="list-style-type: none"> Identifies a reason for providing quality customer service 	1

Sample answer:

Quality customer service is important to a business for a number of reasons. Meeting the needs of customers courteously and accurately should bring customer satisfaction. Customer satisfaction could encourage customer loyalty to a business and help promote new business through word of mouth. Handling customer requests politely and efficiently can lead to future sales or enhance customer satisfaction. Handling complaints consistently and professionally could help resolve issues quickly reducing customer frustration, damage to business reputation and the cost of dealing with complaints. Developing rapport with customers could promote goodwill and help create repeat business. Promoting suitable products and services to the customers, being ethical and honest could enhance the credibility of the business, improve staff morale and encourage a co-operative work environment.

Question 22 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a thorough understanding of workplace policies and procedures in maintaining good customer service practices • Presents a detailed response using a range of workplace examples 	10
<ul style="list-style-type: none"> • Demonstrates a good understanding of workplace policies and procedures in maintaining good customer service practices • Presents a response using workplace examples 	8–9
<ul style="list-style-type: none"> • Demonstrates a sound understanding of workplace policies and procedures in maintaining good customer service practices • Includes workplace examples 	6–7
<ul style="list-style-type: none"> • Demonstrates some understanding of workplace policies and procedures in maintaining good customer service practices • Includes at least one workplace example 	4–5
<ul style="list-style-type: none"> • Demonstrates a basic understanding of workplace policies and procedures and/or good customer service practices 	2–3
<ul style="list-style-type: none"> • Makes a general statement about workplace policies and procedures and/or customer service practices 	1

Answers could include:

- business policies and procedures
- business products /services including:
 - advice on warranties, guarantees or support services
 - packaging options
 - pricing options
 - delivery options
- customer/client base
- customer client interaction protocols including:
 - appropriate use of language that is targeted to specific customer/client
 - greeting, closing and farewelling procedures/techniques
 - friendly and courteous manner
 - positive gestures and body language
- request/enquiry processes and procedures including:
 - maintaining and tracking records
 - solutions oriented approach
 - prompt response to resolve complaints
 - follow-up to maximise customer/client satisfaction.

2015 HSC Business Services

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	Process and maintain workplace information – Collect information – page 43	X						X	
2	1	Organise and complete daily work activities – Organise work schedule – page 70	X	X						
3	1	Work effectively in a business environment – Work within organisation requirements – page 31							X	
4	1	Organise and complete daily work activities – Review work performance – page 75						X	X	
5	1	Participate in environmentally sustainable work practices – Seek opportunities to improve resource efficiency – page 66				X			X	
6	1	Work effectively with others – Contribute to workgroup activities – page 80			X		X	X		
7	1	Communicate in the workplace – Communicate in a way that responds positively to individual differences – page 18	X							
8	1	Work effectively in a business environment – Work in a team – page 38	X						X	
9	1	Process and maintain workplace information – Process workplace information – pages 45–46			X		X			
10	1	Work effectively with others – Develop effective workplace relationships – page 79	X	X						
11	1	Communicate in the workplace – Gather, convey and receive information and ideas – page 13			X	X				
12	1	Deliver a service to customers – Process customer feedback – page 26	X		X					
13	1	Contribute to health and safety of self and others – page 3							X	
14	1	Work effectively with others – page 35				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
15	1	Participate in environmentally sustainable work practices – Comply with environmental regulations – page 65				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	Work effectively in a business environment - Develop effective work habits – page 38					X	X		
16 (b)	5	Work effectively in a business environment - Develop effective work habits – page 38			X	X	X			
17 (a) (i)	1	Communicate in the workplace - Complete workplace documentation and correspondence – pages 15–16	X							X
17 (a) (ii)	1	Communicate in the workplace - Complete workplace documentation and correspondence – pages 15–16	X							X
17 (b)	4	Communicate in the workplace - Complete workplace documentation and correspondence – pages 15–16	X		X					X
18 (a)	2	Process and maintain workplace information - Maintain information systems – page 47			X					
18 (b)	3	Process and maintain workplace information - Maintain information systems – pages 47–48					X			X
18 (c)	4	Process and maintain workplace information - Maintain information systems – page 48			X		X			
19 (a)	3	Participate in environmentally sustainable work practices - Identify current resource use – page 63				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
19 (b)	4	Participate in environmentally sustainable work practices - Identify current resource use – page 63			X	X			X	
20	5	Organise and complete daily work activities – Complete work tasks page 74				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
21	15	WHS Compliance – pages 1–2		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
22 (a)	5	Deliver a service to customers – Deliver service to customers – pages 24–25		X		X				
22 (b)	10	Deliver a service to customers – Deliver service to customers page 25			X		X			