

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

2009

**HIGHER SCHOOL CERTIFICATE
EXAMINATION**

Business Services

General Instructions

- Reading time – 5 minutes
- Working time – 2 hours
- Write using black or blue pen
- Board-approved calculators may be used
- Write your Centre Number and Student Number at the top of pages 9, 11, 13 and 15

Total marks – 80

Section I Pages 2–5

15 marks

- Attempt Questions 1–15
- Allow about 15 minutes for this section

Section II Pages 9–15

35 marks

- Attempt Questions 16–19
- Allow about 45 minutes for this section

Section III Page 17

30 marks

- Attempt TWO questions from Questions 20–22
- Allow about 1 hour for this section

Section I

15 marks

Attempt Questions 1–15

Allow about 15 minutes for this section

Use the multiple-choice answer sheet for Questions 1–15.

- 1 What is the first step an employee should take when a photocopier is not operating correctly?
 - (A) Call a technician
 - (B) Check the paper supply
 - (C) Check the display panel
 - (D) Undertake further training

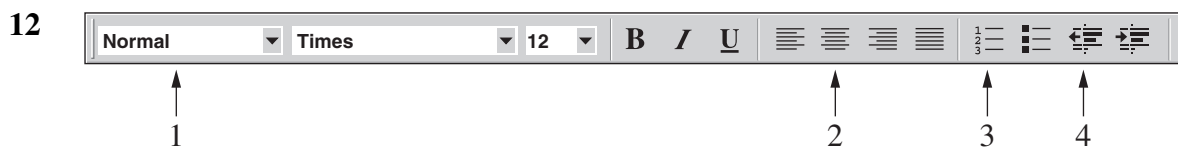
- 2 What does hazard identification include?
 - (A) Updating emergency procedures
 - (B) Providing a copy of OHS legislation
 - (C) Checking your work area during work hours
 - (D) Using correct personal protection equipment

- 3 What style of correspondence is most easily understood?
 - (A) Clear, coded, correct
 - (B) Clear, concise, correct
 - (C) Coded, clear, concise
 - (D) Coded, concise, correct

- 4 Why is it important for a team to adhere to a timeline?
 - (A) To achieve goals
 - (B) To decide staff promotions
 - (C) To determine team member salaries
 - (D) To delegate tasks according to skills

- 5** How do you ensure that you have correctly understood a telephone call?
- (A) Reply courteously
 - (B) Refer to a manual
 - (C) Summarise and clarify
 - (D) Record the conversation electronically
- 6** What is reduced when filing bank statements numerically?
- (A) Filing space
 - (B) File capacity
 - (C) Retrieval time
 - (D) Use of calculators
- 7** Your business has received a hard copy of a publication. What is the best way to ensure that all internal staff will read it?
- (A) Pin it on the noticeboard
 - (B) Email the document to all staff
 - (C) Put a copy of the document in staff pigeon holes
 - (D) Attach a circulation slip to the document before distribution
- 8** What is the name given to a person or business that is owed money?
- (A) Client
 - (B) Debtor
 - (C) Auditor
 - (D) Creditor
- 9** What is the purpose of an assets register?
- (A) To allocate resources
 - (B) To monitor company vehicle usage
 - (C) To log the rate of equipment usage
 - (D) To record details of business equipment

- 10 What is an outcome of enterprise bargaining?
- (A) An award
 - (B) A certified agreement
 - (C) A workplace contract
 - (D) An employment certificate
- 11 What information could be found on an organisation's intranet but not on their internet site?
- (A) Price lists
 - (B) Policy manual
 - (C) Operating hours
 - (D) Mission statement



- On the tool bar shown, which of the following can be used to format font?
- (A) 1
 - (B) 2
 - (C) 3
 - (D) 4
- 13 Which symbol displayed in a workplace indicates that safety equipment must be worn?
- (A) Red circle
 - (B) Blue circle
 - (C) Yellow triangle
 - (D) Green rectangle


14

	A	B
1	Weekly Expenses	
2		
3	Post	15.00
4	Stationery	21.00
5	Flowers	35.00
6	Tea and coffee	42.00
7	TOTAL	
8		

Sheet 1 / Sheet 2

What formula should be used to calculate the total weekly expenses in the spreadsheet shown?

- (A) = sum(B3 : B6)
- (B) = sum B3 : B6
- (C) = sum (B3 + B6)
- (D) = sum B3 + B6

15 In database software, what is the function of the  icon?

- (A) To perform a search
- (B) To match data with a query
- (C) To emphasise particular data
- (D) To add new criteria to a report

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Centre Number

Section II

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Student Number

35 marks

Attempt Questions 16–19

Allow about 45 minutes for this section

Answer the questions in the spaces provided.

Question 16 (10 marks)

- (a) What procedures should be followed so that an electronic portable storage device can be removed safely from a computer? **2**

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- (b) Why is it important to follow the procedures identified in 16 (a)? **2**

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- (c) What information is recorded in a technology maintenance log book? **2**

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Question 16 continues on page 10

Question 16 (continued)

- (d) Analyse the problems resulting from a computer system failure for an organisation. **4**

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End of Question 16

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Centre Number

Section II (continued)

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Student Number

Question 17 (8 marks)

- (a) Explain the importance of referring to an organisation’s style guide when preparing a business document. **3**

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- (b) What are the advantages of proofreading the soft copy of a document? **3**

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- (c) Outline the formatting procedures that will ensure a document correctly aligns onto a preprinted letterhead. **2**

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Centre Number

Section II (continued)

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Student Number

Question 18 (9 marks)

- (a) What needs to be considered when developing a budget for office resources? **2**

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- (b) Define the role of periodic forecasts in the acquisition of resources. **3**

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Question 18 continues on page 14

Question 18 (continued)

- (c) Analyse the factors to be considered in the ongoing management of human resources.

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End of Question 18

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Centre Number

Section II (continued)

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Student Number

Question 19 (8 marks)

- (a) Outline the areas of responsibility of an OHS officer in a small business. **3**

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- (b) Evaluate the role of an OHS officer in assessing and controlling a chemical spill. **5**

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Business Services

Section III

30 marks

Attempt TWO questions from Questions 20–22

Allow about 1 hour for this section

Answer each question in a SEPARATE writing booklet. Extra writing booklets are available.

In your answers you will be assessed on how well you:

- demonstrate relevant knowledge and understanding
 - communicate ideas and information, using precise industry terminology and appropriate workplace examples
 - organise information in a well-reasoned and cohesive response
 - solve proposed issues or problems
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Question 20 (15 marks)

Explain the effect of anti-discrimination legislation on an organisation's equity principles and practices.

Question 21 (15 marks)

Recommend strategies to ensure that both oral and written communication are effective and follow organisational requirements.

Question 22 (15 marks)

Develop a new policy and procedures document for the effective handling of mail.

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