
2009 HSC Business Services

Sample Answers

This document contains 'sample answers', or, in the case of some questions, 'answer may include'. These are developed by the examination committee for two purposes. The committee does this:

- (a) as part of the development of the examination paper to ensure the questions will effectively assess students' knowledge and skills, and
- (b) in order to provide some advice to the Supervisor of Marking about the nature and scope of the responses expected of students.

The 'sample answers' or similar advice, are not intended to be exemplary or even complete responses. They have been reproduced in their original form as part of the examination committee's 'working document'. While the handwritten notes have been typed for legibility, no further editorial change or addition has occurred.

Section II

Question 16 (a)

Answers could include:

- Click on icon at bottom of screen, or goes through 'my computer'
- Wait for 'safe to remove' message

Question 16 (b)

Answers could include:

To prevent:

- Corruption of files
- Loss of files
- Damage to device

Question 16 (c)***Answers could include:***

- Date, meter reading, location
- Faults, servicing procedures
- Parts replaced
- Comments
- Follow up
- Maintenance schedule
- Warranty claims
- Name of technician

Question 16 (d)***Answers could include:*****Problems:**

- Loss of document
- Document corruption
- Difficulty in retrieving document
- Effects time management and work schedules

Implications:

- Increased cost
- Computer rage
- Virus may affect computer
- Security could be breached

Question 17 (a)***Answers could include:***

- Consistency
- Corporate image
- Appearance
- Readability
- Layout

Question 17 (b)***Answers could include:***

- Easier to check grammar and spelling
- View document layout before printing
- Document can be emailed for proofreading
- Saving of resources and time
- Easier to check for readability and appearance
- Able to save as changes are made
- Security and confidentiality
- Alterations can be made quickly

Question 17 (c)***Answers could include:***

- Using templates
- Using and adjusting margins
- Tabs
- Line spacing
- Justification/Alignment
- Adjusting page layout
- Formatting text

Question 18 (a)***Answers could include:***

- Staffing needs
- Technical acquisitions
- Other expenses
- Generation of sales
- Comparison of resource cost
- Forecasts
- Discounts for bulk purchases
- Finance available to spend
- Business goals

Question 18 (b)***Answers could include:***

- Predict the resources required
- Plan the use of technology
- Take advantage of bulk purchase discounts
- Utilise current resources
- Investigate payment options
- Acknowledge time restraints
- Investigating different supply contracts
- Evaluating ordering procedures
- Allocating resources

Question 18 (c)***Answers could include:***

- Number of staff employed
- Turnover of staff
- Staff skills and expertise
- Volume of work
- Allocation of tasks
- Technology
- Staff leave
- Types of employment
- Retirement
- Periodic forecasts
- Budgets
- Designated timelines
- Internal and external training
- Number of casuals vs fulltime staff
- Recognition of peak periods
- Recruitment

Question 19 (a)***Essential elements could include:***

- Audits
- Safety checks
- Paper work
- Legal requirements
- Liaising with staff
- Meetings
- Formal/informal; verbal and written procedures
- Hazard symbols
- Identification of hazards
- Risk reduction
- Reporting procedures
- First Aid
- Evacuation Procedures

Question 19 (b)***Answers could include:***

Role of OHS officer could include:

- Calling emergency services
- Evacuation procedures
- Risk assessment and isolation
- Carrying out first aid
- Accounting for staff
- Clearing emergency exits
- Paper work
- Ongoing risk assessment for future emergencies
- The correct handling of HAZMAT

Section III

Question 20

Answers could include:

- Reference to current legislation eg Anti-discrimination Act 1977 (NSW); Sex Discrimination Act 1984 (Cth); Affirmative Action (EEO) Act 1986 (Cth) and Racial Discrimination Act 1975 (Cth)
- Diverse cultural/gender workforce
- Ethical standards
- Rights and responsibilities of employers in relation to industrial relations and EEO
- Advertising protocols
- Duty of care

An organisation's equity principles and practices could include:

- Anti-discrimination and related policies
- Codes of practice
- Employment contracts
- Quality and continuous improvement processes and standards
- Goals, objectives, plans, systems and processes
- Access of equity principles
- Legal and organisational policies
- Offers of employment
- Job requirements
- Employment terms
- Access to training programs
- Promotion and transfer opportunities
- Dismissal
- Discrimination

Question 21

Answers could include:

- Listening skills/speaking skills
- Body language
- Appropriate speech
- Spelling
- Grammar
- Punctuation
- Proof reading
- Telephone etiquette
- Informal discussion
- Answering enquiries
- Questioning techniques
- Ethical standards
- Equity principles and practices
- Policies, procedures and programs
- Knowledge of enterprise products and services
- Correspondence style
- Process of gathering and conveying ideas
- Drafting correspondence

Possible strategies to include:

- Staff training/professional development
- Proformas/templates
- Standard forms/letters
- Reviewing enterprise practices
- Using style guide
- Australian Standards
- Reviewing procedures for checking, correcting, signing and dispatching written information
- Use of feedback/staff meeting
- Mentoring
- Knowledge of, and training in, new technology

Question 22

Answers could include:

- Students should identify the different types/forms of incoming mail both internal and external and the appropriate procedure for each including: damaged or missing items, checking, sorting, prioritising, registering and distribution
- Policies include handling of confidential, unsolicited, suspicious, urgent and personal mail, minimising waste
- Students should identify different types/forms for outgoing mail and the appropriate procedure for each including: correctly preparing mail items for dispatch, selecting appropriate service for dispatch, calculating postage, receiving, checking and sorting items, keeping records
- Policies include meeting deadlines, management of costs, preferred dispatch providers, confidentiality, dangerous prohibited mail, bulk mail, inclusions, emails