



2010
**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 5, 7, 9 and 11

Total marks – 80

Section I Pages 2–4

15 marks

- Attempt Questions 1–15
- Allow about 20 minutes for this section

Section II Pages 5–12

35 marks

- Attempt Questions 16–19
- Allow about 50 minutes for this section

Section III Page 13

15 marks

- Attempt Question 20
- Allow about 25 minutes for this section

Section IV Page 14

15 marks

- Attempt Question 21
- Allow about 25 minutes for this section

Section I

15 marks

Attempt Questions 1–15

Allow about 20 minutes for this section

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

- 1** Which of the following is a human factor that can affect workplace practices?

 - (A) Stress
 - (B) Chemical spills
 - (C) Faulty equipment
 - (D) Inadequate lighting
- 2** What is the aim of WorkCover NSW?

 - (A) To apply award wages
 - (B) To provide equal leave
 - (C) To apply equity principles
 - (D) To enforce OHS legislation
- 3** Which of the following will provide employees with feedback on their performance in the workplace?

 - (A) Company policies
 - (B) Employee portfolios
 - (C) Workplace appraisals
 - (D) Departmental case studies
- 4** Employers have a ‘duty of care’ towards employees. This means that employers should

 - (A) ensure workplace safety.
 - (B) allow union membership.
 - (C) establish workplace agreements.
 - (D) keep information about employees confidential.
- 5** To increase the efficiency of resources, a workplace needs to renew,

 - (A) recycle and reuse.
 - (B) remit and recycle.
 - (C) remit and reserve.
 - (D) reserve and recycle.

- 6** What is ONE purpose of secondary storage of electronic data?
- (A) To comply with copyright laws
 - (B) To separate active and inactive files
 - (C) To create more physical office space
 - (D) To allow the use of a paper-based filing system
- 7** Communicating, motivating and developing a rapport with clients are all examples of what type of skill?
- (A) Listening
 - (B) Intrapersonal
 - (C) Interpersonal
 - (D) Organisational
- 8** The main purpose of a company mission statement is to
- (A) highlight legislation.
 - (B) outline a company's vision.
 - (C) summarise employee relations.
 - (D) express a company's promotional prospects.
- 9** In a conversation with a client, how do you ensure that you understand their needs?
- (A) Type their responses.
 - (B) Use courteous language.
 - (C) Rephrase their responses.
 - (D) Use appropriate body language.
- 10** The integrity of a filing system is maintained by
- (A) removing active files.
 - (B) defragging the computer.
 - (C) servicing equipment regularly.
 - (D) updating confidentiality procedures.

- 11** What is the formal process in which an experienced employee advises a new employee known as?
- (A) A cultural diversity policy
 - (B) Job sharing
 - (C) An ad-hoc arrangement
 - (D) A mentoring program
- 12** What does the application of ethical principles in the workplace involve?
- (A) Following instructions without question
 - (B) Conforming to the expectations of colleagues
 - (C) Working efficiently to achieve personal goals
 - (D) Working within professional and legal requirements
- 13** Which of the following documents would be submitted to a manager to summarise a workplace issue?
- (A) Agenda
 - (B) Briefing notes
 - (C) Statement of care
 - (D) Confirmation letter
- 14** What is a common cause of cross-cultural conflict in the workplace?
- (A) Age differences
 - (B) Disorganised teams
 - (C) Lack of mutual respect
 - (D) Workplace shadowing practices
- 15** What is the purpose of a contingency plan?
- (A) It states team objectives.
 - (B) It outlines financial goals.
 - (C) It defines employees' roles.
 - (D) It provides alternative strategies.

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Centre Number

Section II

35 marks

Attempt Questions 16–19

Allow about 50 minutes for this section

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Student Number

Answer the questions in the spaces provided. These spaces provide guidance for the expected length of response.

Question 16 (5 marks)

- (a) Outline procedures for handling client complaints. 2

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- (b) Describe strategies that can enhance the delivery of quality customer service. 3

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Centre Number

Section II (continued)

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Student Number

Question 17 (8 marks)

- (a) Describe features of effective time management. 3

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- (b) Explain how poor time management can affect a business. 5

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Business Services

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Centre Number

Section II (continued)

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Student Number

Question 18 (10 marks)

- (a) What are the advantages of keeping an electronic diary? **2**

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- (b) Why should you maintain version control when producing documents? **3**

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Question 18 continues on page 10

Question 18 (continued)

- (c) How should a business comply with the *Privacy Act 1988* (Cth) when handling client information? **5**

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End of Question 18

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Business Services

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Centre Number

Section II (continued)

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Student Number

Question 19 (12 marks)

- (a) Why is it essential to tag electrical equipment? **2**

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- (b) Analyse the human and organisational costs faced by a business as a result of workplace injuries. **6**

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Question 19 continues on page 12

Question 19 (continued)

- (c) Write a memorandum to be distributed to all staff informing them of the purpose and content of Material Safety Data Sheets (MSDS).

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M E M O R A N D U M

To:

Date:

Re:

From: Human Resources Department

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End of Question 19

Business Services

Section III

15 marks

Attempt Question 20

Allow about 25 minutes for this section

Answer the question in a writing booklet. Extra writing booklets are available.

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

- demonstrate knowledge and understanding relevant to the question
 - communicate ideas and information using relevant workplace examples and industry terminology
 - present a logical and cohesive response
-

Question 20 (15 marks)

Investigate strategies that a manager of a business could use for the professional development and improvement of employees in the workplace.

Please turn over

Section IV

15 marks

Attempt Question 21

Allow about 25 minutes for this section

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

Question 21 (15 marks)

A business aims to become compliant with the *Protection of the Environment Operations Act 1997* (NSW) by becoming more environmentally sustainable.

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|-----|---|-----------|
| (a) | Define <i>environmentally sustainable work practices</i> . | 2 |
| (b) | Describe how negative environmental impacts can be minimised when producing documents. | 3 |
| (c) | Draft an office policy that outlines the responsibilities of management in complying with the <i>Protection of the Environment Operations Act 1997</i> (NSW). | 10 |

End of paper