



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

2010 HSC Business Services Sample Answers

This document contains ‘sample answers’, or, in the case of some questions, ‘answers could 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 answers or responses. As they are part of the examination committee’s ‘working document’, they may contain typographical errors, omissions, or only some of the possible correct answers.

Section II

Question 16 (a)

Sample answer/Answers could include:

Steps could include:

Listen, acknowledge, identify nature of problem, identify and agree on an acceptable solution, action, record, follow-up to maximise customer/client satisfaction, confidentiality, discretion.

Question 16 (b)

Sample answer/Answers could include:

- recognition of industry codes or practice
- meeting customer requirements
- handling requests and complaints
- developing rapport
- promoting suitable products and services
- effective communication
- recognising customer expectations.

Question 17 (a)

Answers could include:

- Consultation
- Negotiation
- Prioritising
- Delegating
- Problem-solving
- Decision-making
- Use of diaries
- Changes to routine
- Time wasters

Question 17 (b)

Answers could include:

Employees

- Poor morale of employees
- Conflict
- Frustration
- Staff turnover

Clients

- Loss of clientele
- Loss of reputation

Business

- Decrease in profit/sales
- Reduction in output
- Poor productivity
- Work goals not met

Question 18 (a)***Sample answer:***

Portability, messaging/reminders, access from other areas, privacy (if with login), linked to the other devices, easy to update.

Question 18 (b)***Sample answer/Answers could include:***

Recency, referencing, authenticity, legal issues, compliance, tracking, security, consistency, record keeping, quality control, company protocol, copyright.

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

Provisions of the Privacy Act include:

- Disclosure of personal information is to be either:
 - by consent with signature
 - emergency situation
- information must be collected legally
- person must be aware of what information is collected and the purpose of the collection
- information must be kept secure against loss, unauthorised access and use modification and disclosure
- the individual to have access to their own files and know why the file is being held
- information only to be used for the purpose for which it was obtained
- additional purposes are by consent or authorised by law. Emergencies are exempt
- under criminal legislation information can be accessed without consent
- procedures for the collection of information covers both private and government bodies
- collection use and disclosure of data.

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

Safe use of technology, prevent damage to hardware, comply with OHS legislation.

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

- re-training
- new furniture
- departmental reconstruction
- shift of work responsibilities
- recruiting systems
- replacing breakages
- protective clothing
- development of emergency plans
- redoing training manuals
- long-term/ongoing treatment.

Analysis:

- slows down business
- can affect profit
- loss of staff knowledge
- re-training
- re-structuring of the workplace
- reputation of workplace
- loss of production.

Question 19 (c)***Sample answer/Answers could include:***

- Complete 'to', 'date' and 're' sections correctly
- The body of the memo could include the purpose of an MSDS eg inform a business whether a product/chemical is dangerous/hazardous and how they should be handled
- The content of a MSDS could include: trade name, ingredients, how it may be a danger, first aid, precautions, safe handling and storage advice.
- An MSDS is a document prepared by a manufacturer or importer. It states whether a product is hazardous. Employers must make it accessible for employees.

Section III**Question 20*****Answers could include:*****Strategies**

- career planning and development
- coaching, mentoring, supervision
- formal/informal learning programs
- internal/external training provisions
- performance appraisal
- personal study
- skills recognition
- work experience or exchange programs and opportunities
- work shadowing
- induction program for new staff eg OHS policy, vision and mission statements
- use of teams in the workplace
- code of conduct

Section IV

Question 21 (a)

Answers could include:

- Any work practice that does not have a negative impact on the environment
- Any resource use that promotes more efficient production and consumption of natural resources
- Use resources efficiently such as energy use – seeks alternative sources of energy.

Question 21 (b)

Answers could include:

- recycling paper
- double-sided printing
- print preview
- using environmentally responsible paper
- onscreen editing
- general recycling.

Question 21 (c)

Answers could include:

- Improve energy efficiency/conservation
- Increase use of renewable, recyclable, reusable and recoverable resources eg papers
- Maximise opportunities such as use of solar power or other alternative forms of energy
- Reduce emission of greenhouse gases
- Reduce use of non-renewable resources
- Waste recycling
- Water conservation
- Staff education.

Answer can take the form of an office policy, employee policy or management policy.