



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

2011

**HIGHER SCHOOL CERTIFICATE
EXAMINATION**

Business Services

General Instructions

- Reading time – 5 minutes
- Working time – 2 hours
- Write using black or blue pen
Black pen is preferred
- Board-approved calculators may be used
- Write your Centre Number and Student Number at the top of pages 5, 7 and 9

Total marks – 80

Section I Pages 2–4

15 marks

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

Section II Pages 5–10

35 marks

- Attempt Questions 16–18
- Allow about 50 minutes for this section

Section III Page 11

15 marks

- Attempt Question 19
- Allow about 25 minutes for this section

Section IV Page 12

15 marks

- Attempt Question 20
- 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** What is the primary role of a union in the workplace?

 - (A) To organise rosters
 - (B) To determine break times
 - (C) To distribute safety equipment
 - (D) To represent the interests of its members

- 2** What is a responsibility of an Occupational Health and Safety (OHS) committee?

 - (A) To identify low risk safety hazards
 - (B) To provide personal protective equipment
 - (C) To construct rehabilitation plans for employees
 - (D) To fine employees for breaches of safety protocols

- 3** What is the most effective method of filing employee records?

 - (A) Geographically
 - (B) By subject order
 - (C) Using a key word
 - (D) In alphabetical order

- 4** When preparing documents, which of the following ensures consistency of format?

 - (A) Agenda
 - (B) Letters
 - (C) Proformas
 - (D) Toolbar

- 5** In which document would you find a description of your work responsibilities?

 - (A) A diary
 - (B) A style manual
 - (C) A role statement
 - (D) A communication protocol

- 6** Which communication technique allows for client responses to be explored in more detail?
- (A) Asking open questions
 - (B) Paraphrasing responses
 - (C) Summarising responses
 - (D) Asking closed questions
- 7** What are the attitudes, values and beliefs within a workplace known as?
- (A) A business plan
 - (B) Enterprise agreements
 - (C) Professional compliance
 - (D) The organisational culture
- 8** Which of the following is a time management strategy?
- (A) Mediation
 - (B) Mentoring
 - (C) Prioritising
 - (D) Contingency planning
- 9** What are interaction protocols an important element of?
- (A) Staff monitoring
 - (B) Workplace appraisals
 - (C) Occupational Health and Safety regulations
 - (D) Customer meeting and farewelling procedures
- 10** Which of the following is an example of an input device?
- (A) A telephone system
 - (B) A set of headphones
 - (C) A computer monitor
 - (D) A multi-functional photocopier

- 11** Which document provides guidelines on how to achieve legal compliance?
- (A) Staff time sheet
 - (B) Code of practice
 - (C) Mission statement
 - (D) Productivity statement
- 12** Which of the following acknowledges workplace skills assessment?
- (A) Credit transfer
 - (B) Mentoring
 - (C) Multiskilling
 - (D) Personal study
- 13** What emergency services contact number should be used if you are calling from a mobile phone?
- (A) 112
 - (B) 131
 - (C) 999
 - (D) 1800
- 14** Which laws are designed to protect workplace information?
- (A) Anti-discrimination
 - (B) Occupational Health and Safety
 - (C) Privacy
 - (D) WorkCover
- 15** A business wants to monitor its use of resources.
- Why would the ongoing electronic collection of data be a useful tool for this?
- (A) Insurance costs can be reduced.
 - (B) Comparisons can be made with past records.
 - (C) It decreases consumption of resources.
 - (D) It complies with the Environmental Protection Act.



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Centre Number

Section II

35 marks

Attempt Questions 16–18

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 (10 marks)

- (a) Outline types of records that must be maintained within a workplace. 3

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- (b) What factors should be considered when storing workplace information? 3

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Question 16 continues on page 6

Question 16 (continued)

(c) Why is it important for a business to have an information management policy? **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 (10 marks)

- (a) Identify types of bullying or harassment that can occur in the workplace. **2**

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- (b) Outline the recourse strategies that an employee could use if they are being bullied by another employee. **4**

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- (c) Describe the measures a business can adopt to promote a cooperative working environment. **4**

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Centre Number

Section II (continued)

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Student Number

Question 18 (15 marks)

- (a) Why is an awareness of cultural diversity important in the workplace? **2**

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- (b) What strategies can an employer implement to promote an awareness of cultural diversity? **3**

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Question 18 continues on page 10

Question 18 (continued)

(c) What are the benefits of good customer service?

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(d) Jamie is a receptionist at a large law firm.

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How does Jamie's personal presentation contribute to a positive image for the business?

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End of Question 18

Business Services

Section III

15 marks

Attempt Question 19

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
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Question 19 (15 marks)

Analyse the effects of TWO changes that have occurred in the business services environment in the past ten years.

Please turn over

Section IV

15 marks

Attempt Question 20

Allow about 25 minutes for this section

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

Question 20 (15 marks)

- (a) What is a safety audit? **2**
- (b) Describe the responsibilities of employers in maintaining a safe workplace. **4**
- (c) Your employer has asked you to produce a procedures manual in a limited time frame. **9**

What work practices can be implemented to ensure that this task is completed in a way that meets Occupational Health and Safety requirements?

End of paper