



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

2011 Business Services HSC Examination 'Sample Answers'

When examination committees develop questions for the examination, they may write 'sample answers' or, in the case of some questions, 'answers could include'. The committees do this to ensure that the questions will effectively assess students' knowledge and skills.

This material is also provided to the Supervisor of Marking, to give some guidance about the nature and scope of the responses the committee expected students would produce. How sample answers are used at marking centres varies. Sample answers may be used extensively and even modified at the marking centre OR they may be considered only briefly at the beginning of marking. In a few cases, the sample answers may not be used at all at marking.

The Board publishes this information to assist in understanding how the marking guidelines were implemented.

The 'sample answers' or similar advice contained in this document 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:

Examples of types of records are business correspondence, in the form of letters, memos, faxes, manuals on how to operate office equipment, and policy documents such as OHS and equal employment policies. Other types of records include contracts, possible staff contracts or contracts with clients, and staff details, which are files containing personal details and other relevant information regarding employees.

Answers could include:

- Correspondence in the form of letters, memos, emails
- Reports – on company operations, income and expenditure
- Agenda and minutes
- Policy documents
- Strategic plans
- Procedures manuals, eg OHS, staff handbook
- Manuals – equipment operations manuals
- Files – staff personal files, client records
- Orders – both past and present
- Contracts – staff contracts, supplier contracts both past and present
- Enquiries – quotes, telephone queries, online
- Leave forms – from staff past, present and future
- Salaries/payroll – contracts for staff, awards records
- Insurance – property, public liability, WorkCover
- Staff details – personal details, department structure
- Superannuation – records past and present.

Question 16 (b)

Sample answer:

Factors that should be considered are the type of information stored, the amount of information stored, the physical space available, security of information, ease of access to the information and the cost of storage.

Answers could include:

- The amount of information to be stored
- Size of the workplace
- How work is conducted
- The amount of storage space available
- How often records need to be accessed
- Security required
- Cost of storage equipment
- Protection from environmental deterioration.

Question 16 (c)***Sample answer:***

A business must have an information management policy in order to maintain the level of security needed, especially if the material is of a sensitive nature. Privacy issues should be considered, particularly when dealing with staff details, therefore there must be a management policy on who has access to the information. This would ensure that there is acceptable use of information. Such a policy is also needed to protect the integrity of the information from outsiders. Computer systems must be maintained in order to prevent outside users' access to sensitive material. A business must have a management policy to ensure copyright restrictions are adhered to and that all computer systems are protected from potential virus threats.

Answers could include:

- Ensure acceptable use of information
- Restrict/monitor internet/intranet access
- Maintain confidentiality
- Ensure privacy
- Manage/provide security
- Ensure copyright restrictions are adhered to
- Protection from computer viruses
- Ensure that the workplace follows relevant legislation in regards to records management
- Integrity of the computer system
- Protection from outside users.

Question 17 (a)***Sample answer:***

Types of bullying or harassment are sexual, verbal, physical and psychological.

Answers could include:

- Sexual
- Verbal
- Physical
- Psychological

Question 17 (b)***Sample answer:***

There are many methods of recourse available to an employee if they are being bullied by another employee. Firstly, the employee could confront the bully and speak to them about the issue. If that doesn't work or the employee feels intimidated by the bully, they could speak to a supervisor and inform them of the incidents. Another option for the employee is to report the incident to the staff union who can advise on further action if necessary. It is essential that the employee documents all incidents and communication in the process. Grievance procedures are another option available to an employee through which disciplinary action may be taken.

Answers could include:

- Speak to the person bullying
- Inform a supervisor or manager
- Consult employee representative/union delegate
- Document incidents
- Grievance procedures
- Disciplinary action.

Question 17 (c)***Sample answer:***

There are many things a business can do to promote a cooperative working environment. There must be mutual respect between management and staff as well as among employees. This would mean that all employees would accept each others' differences, eg gender or cultural, and maintain a good level of professional behaviour when dealing with each other, as well as with clients. Good open communication is essential in maintaining a good working environment. This ensures there are no misunderstandings amongst staff. Meeting work goals ensures that work is completed on time and that there is no extra stress put on supervisors or colleagues. A sound understanding of employees' job descriptions would ensure that they know their roles and responsibilities. Lastly, if all employees follow workplace policies and procedures and apply the code of conduct, there is sure to be a cooperative working environment.

Answers could include:

- Maintaining professional behaviour
- Meeting work goals
- Improving customer service
- Positive work relations
- Good communication
- Mutual respect
- Understanding of roles and responsibilities
- Application of codes of conduct
- Application of workplace policies and procedures.

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

An awareness of cultural diversity in the workplace is important because it encourages tolerance of the different traditions and practices of different groups of people. It also promotes mutual respect between individuals. If employees understand why different races/religions do certain things, they are more likely to appreciate each other and this will promote harmony in the workplace.

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

An employer can train staff to make them more aware of the similarities and differences between races and religions. By using a range of communication techniques and multilingual signage, employees and clients are able to follow instructions easily. The celebration of cultural festivals and religious feasts breaks down barriers and assists employees in developing a workplace culture of empathy and tolerance.

Answers could include:

- Staff training
- Using a range of communication media and techniques
- Promoting cultural celebrations and celebrating differences
- Having persons with similar backgrounds assisting each other
- Actively seeking to break down barriers
- Developing a workplace culture of empathy and tolerance.

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

Good customer service is essential if a business is to succeed. Being attentive to a client will promote goodwill between the business and the client. If a client feels satisfied with their first experience with a business, they are sure to use it again and be loyal to the business. A customer is likely to recommend a business to others if they are treated well by it. This increases the clientele of a business. Good customer service gives a business a good reputation in the community and will bring new business to the company. If there is a positive atmosphere, customers are happy and therefore productivity increases. Good customer service promotes a good workplace ethic. It creates a harmonious atmosphere and encourages staff to continue to practise good customer service.

Answers could include:

- Promoting goodwill
- Customer/client loyalty/repeat business
- New business
- Productivity
- Credibility
- Promoting workplace/organisation service ethic.

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

As a receptionist, Jamie is the first person a client comes in to contact with at the firm and therefore needs to create a positive image for the business. Jamie's personal hygiene is extremely important. Good personal grooming, eg of hair and nails, shows that Jamie takes care in his/her presentation. Uniforms or clothes must be clean and well ironed so as to project a professional dress code. If a uniform is not used, clothing should be suitable to the image of the law firm, eg no midriffs, miniskirts or facial piercings. Jamie needs to have a friendly disposition and a gentle, caring approach when dealing with all clients. The way in which Jamie meets and greets clients is also important to the image of the business. A client needs to feel welcome and attended to.

Answers could include:

- Personal hygiene
- Personal grooming
- Attitude
- Presentation of clothing and uniform
- Etiquette/manners
- Appropriate dress standards for law firm.

Section III**Question 19*****Answers could include:***

- Technology, eg computers and the production of documents
- Environmental issues, eg recycling
- Attracting and retaining workers, eg fringe benefits, bonuses and flexible working hours
- Employment arrangements, eg part-time
- Market expansion
- Competitiveness and productivity demands
- e-business – ability to work from home
- Globalisation
- Insurance and public liability
- Government incentives – return-to-work schemes
- Workplace practices – safety, ergonomics
- Outsourcing
- Paperless offices
- Career pathways.

Section IV

Question 20 (a)

Answers could include:

A safety audit is a procedure where the workplace is inspected to identify potential hazards. These are performed on a regular basis usually by members of the OHS committee. Recommendations to resolve issues are made to the employer.

Question 20 (b)

Answers could include:

- Keep places of work in a safe condition, ensuring safe entrances and exits
- Make arrangements to ensure the safe handling, storage and transport of equipment and substances
- Provide and maintain systems of work and environments that are safe and without risk to health
- Provide information, instruction and supervision to ensure the health and safety of employees
- Provide adequate facilities for the welfare of employees
- Consult with employees about OHS matters, enabling them to contribute to decisions affecting their health, safety and welfare
- Ensure the health and safety of visitors or non-employees is taken care of.

Question 20 (c)

Answers could include:

- Ergonomics, eg seating, desk and computer positioning
- Lighting – is appropriate
- Chemical safety, eg storage, disposal and correct handling
- Handling equipment – is done according to operation manuals and workplace guidelines
- Stress is minimised by time management and correct work scheduling
- Noise – is limited
- OHS training/committees are in operation and provided
- Risk assessment – is completed and correct strategies/measures are taken to minimise risk
- Training manuals are available and updated
- Emergency plans are in operation and reviewed
- Safe handling practices are established, eg signage and training provided
- Appropriate tools for a task can be selected with minimal risk involved.