



BOARD OF STUDIES
NEW SOUTH WALES

2011 HSC Business Services Marking Guidelines

Section I

Multiple-choice Answer Key

Question	Answer
1	D
2	A
3	D
4	C
5	C
6	A
7	D
8	C
9	D
10	D
11	B
12	A
13	A
14	C
15	B

Section II

Question 16 (a)

Criteria	Marks
• Sketches the characteristics of a range of examples of records that must be maintained within a workplace	3
• Sketches the characteristics of some examples of records that must be maintained within a workplace	2
• States ONE example(s) of records maintained within a workplace	1

Question 16 (b)

Criteria	Marks
• States a wide range of factors that need to be considered when storing workplace information	3
• States a range of factors that need to be considered when storing workplace information	2
• States some factors that need to be considered when storing workplace information AND/OR • Makes a valid statement(s) regarding the storage of workplace information	1

Question 16 (c)

Criteria	Marks
• Provides a sound argument outlining the reasons for having information management policies in the workplace	4
• Provides some reasons for having information management policies in the workplace	2–3
• Provides a reason for having information management policies in the workplace AND/OR • Makes a general statement(s) regarding information management	1

Question 17 (a)

Criteria	Marks
<ul style="list-style-type: none"> Indicates types of bullying or harassment that can occur in the workplace 	2
<ul style="list-style-type: none"> Identifies at least TWO types of bullying or harassment that can occur in the workplace OR <ul style="list-style-type: none"> Makes valid statements about bullying or harassment in the workplace 	1

Question 17 (b)

Criteria	Marks
<ul style="list-style-type: none"> Identifies and provides the features of recourse strategies an employee can use in response to being bullied in the workplace 	4
<ul style="list-style-type: none"> Identifies and provides the features of some recourse strategies that can be used 	3
<ul style="list-style-type: none"> Provides recourse strategies that can be used 	2
<ul style="list-style-type: none"> Provides a recourse strategy that can be used Makes general statements regarding bullying in the workplace 	1

Question 17 (c)

Criteria	Marks
<ul style="list-style-type: none"> Provides a wide range of characteristics of the measures used to promote a cooperative working environment 	4
<ul style="list-style-type: none"> Provides a range of characteristics of the measures used to promote a cooperative working environment 	3
<ul style="list-style-type: none"> Provides some characteristics of measures used to promote a cooperative working environment 	2
<ul style="list-style-type: none"> Provides a characteristic of a measure used to promote a cooperative working environment AND/OR <ul style="list-style-type: none"> Makes general statements regarding a cooperative working environment 	1

Question 18 (a)

Criteria	Marks
<ul style="list-style-type: none"> Provides a range of reasons regarding the importance of an awareness of cultural diversity in the workplace 	2
<ul style="list-style-type: none"> Provides some reasons regarding the importance of an awareness of cultural diversity in the workplace AND/OR <ul style="list-style-type: none"> Makes a valid statement(s) regarding cultural diversity in the workplace 	1

Question 18 (b)

Criteria	Marks
<ul style="list-style-type: none"> Provides a range of strategies an employer can implement to promote an awareness of cultural diversity 	3
<ul style="list-style-type: none"> Provides some strategies an employer can implement to promote an awareness of cultural diversity 	2
<ul style="list-style-type: none"> Provides a strategy that an employer can implement to promote an awareness of cultural diversity AND/OR <ul style="list-style-type: none"> Makes a valid statement(s) about cultural diversity 	1

Question 18 (c)

Criteria	Marks
<ul style="list-style-type: none"> Provides a wide range of benefits of good customer service 	5
<ul style="list-style-type: none"> Provides a range of benefits of good customer service 	4
<ul style="list-style-type: none"> Provides some benefits of good customer service 	2–3
<ul style="list-style-type: none"> Makes a general statement(s) about good customer service 	1

Question 18 (d)

Criteria	Marks
<ul style="list-style-type: none"> Provides a wide range of characteristics and features of personal presentation that would create a positive business image 	5
<ul style="list-style-type: none"> Provides a range of characteristics and features of personal presentation that would create a positive business image 	4
<ul style="list-style-type: none"> Provides some characteristics and/or features of personal presentation that would create a positive business image 	2–3
<ul style="list-style-type: none"> Makes a general statement(s) about the importance of business image 	1

Section III

Question 19

Criteria	Marks
<ul style="list-style-type: none"> Identifies TWO changes in the business services environment Relates both these changes to the changing nature of the business services environment Communicates ideas and information using relevant workplace examples and industry terminology Presents a logical and cohesive response 	13–15
<ul style="list-style-type: none"> Identifies TWO changes in the business services environment Attempts to relate these changes to the changing nature of the business services environment Communicates ideas and information using some workplace examples and industry terminology Presents a logical and cohesive response 	10–12
<ul style="list-style-type: none"> Identifies a change(s) occurring in the business services environment Relates at least one of these changes to the changing nature of the business services environment Communicates ideas and information using some industry terminology Presents a logical response 	7–9
<ul style="list-style-type: none"> Identifies a change(s) occurring in the business services environment and makes some statements regarding its impact <p>OR</p> <ul style="list-style-type: none"> Identifies a range of changes in the business services environment Limited use of industry terminology Shows some organisation in presenting information 	4–6
<ul style="list-style-type: none"> Makes general statements about the changing nature of the business services environment Limited use of industry terminology 	1–3

Section IV

Question 20 (a)

Criteria	Marks
<ul style="list-style-type: none"> • Correctly states the meaning of a safety audit 	2
<ul style="list-style-type: none"> • Makes general statements regarding safety audits 	1

Question 20 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Provides characteristics and features of a wide range of responsibilities of an employer in maintaining a safe workplace 	4
<ul style="list-style-type: none"> • Provides characteristics and features of a range of responsibilities of an employer in maintaining a safe workplace 	3
<ul style="list-style-type: none"> • Provides a characteristic and feature of a responsibility of an employer in maintaining a safe workplace AND/OR <ul style="list-style-type: none"> • Identifies some responsibilities of an employer in maintaining a safe workplace 	2
<ul style="list-style-type: none"> • Makes general statements about employer responsibilities and workplace safety 	1

Question 20 (c)

Criteria	Marks
<ul style="list-style-type: none"> • Provides a wide range of the OHS considerations involved in completing the task • Communicates ideas and information using relevant workplace examples and industry terminology • Presents a logical and cohesive response 	7–9
<ul style="list-style-type: none"> • Provides a range of OHS considerations involved in completing the task • Communicates ideas and information using some workplace examples and industry terminology • Presents an organised response 	4–6
<ul style="list-style-type: none"> • Provides a limited range of OHS considerations involved in completing the task • Limited use of industry terminology 	1–3

Business Services

2011 HSC Examination Mapping Grid

Section I

Question	Marks	Unit of competency/Element of competency
1	1	BSBIND201A Work effectively in a business environment
2	1	BSBOHS201A Participate in OHS Processes
3	1	BSBINM201A Process and maintain workplace information
4	1	BSBCMM201A Communicate in the workplace
5	1	BSBWOR202A Organise and complete daily work activities
6	1	BSBCMM201A Communicate in the workplace
7	1	BSBIND201A Work effectively in a business environment
8	1	BSBWOR202A Organise and complete daily work activities
9	1	BSBCUS201A Deliver a service to customers
10	1	BSBINM201A Process and maintain workplace information
11	1	BSBSUS201A Work effectively in a business environment
12	1	BSBWOR202A Organise and complete daily work activities
13	1	BSBSOHS201A Participate in OHS Processes
14	1	BSBWOR203A Work effectively with others
15	1	BSBSUS201A Participate in environmentally sustainable work practices

Section II

Question	Marks	Unit of competency/Element of competency
16 (a)	3	BSBINM201A Process and maintain workplace information
16 (b)	3	BSBINM201A Process and maintain workplace information
16 (c)	4	BSBINM201A Process and maintain workplace information
17 (a)	2	BSBIND201A Work effectively in a business environment
17 (b)	4	BSBINM203A Work effectively with others
17 (c)	4	BSBWOR203A Work effectively with others
18 (a)	2	BSBCMM201A Communicate in the workplace
18 (b)	3	BSBCMM201A Communicate in the workplace
18 (c)	5	BSBCUS201A Deliver a service to customers
18 (d)	5	BSBIND201A Work effectively in a business environment

Section III

Question	Marks	Unit of competency/Element of competency
19	15	All units

Section IV

Question	Marks	Unit of competency/Element of competency
20 (a)	2	BSBSOHS201A Participate in OHS processes
20 (b)	4	BSBSOHS201A Participate in OHS processes
20 (c)	9	BSBSOHS201A Participate in OHS processes BSBWOR202A Organise and complete daily work activities BSBINM201A Process and maintain workplace information