



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

2012

**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 9, 11, 13 and 15

Total marks – 80

Section I Pages 2–5

15 marks

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

Section II Pages 9–15

35 marks

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

Section III Page 17

15 marks

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

Section IV Page 18

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** What is the purpose of the subject box on an email?
- (A) It contains the body of an email.
 - (B) It identifies the topic of the email.
 - (C) It provides the attachment file name.
 - (D) It indicates the level of security of the email.
- 2** Some employees are granted exemption from completing certain modules of a training program because of their existing qualifications.
- What is this called?
- (A) Off-the-job training
 - (B) Performance appraisal
 - (C) Workplace skills assessment
 - (D) Recognition of prior learning (RPL)
- 3** A work task is to be undertaken.
- What is the correct sequence to follow?
- (A) Organise for task → Carry out task → Receive instruction
 - (B) Receive instruction → Organise for task → Carry out task
 - (C) Receive instruction → Carry out task → Organise for task
 - (D) Organise for task → Receive instruction → Carry out task

- 4** You are the receptionist for a business. A client comes in seeking assistance with a request. What is the most appropriate action to take if the client's needs cannot be met on the day?
- (A) Take the client's contact details
 - (B) Refer the client to a similar business
 - (C) Advise the client to come back at a later date
 - (D) Suggest that the client write a letter of complaint
- 5** What is the first consideration when creating the most effective team for a project?
- (A) Gender balance
 - (B) Years of experience
 - (C) Workplace procedure
 - (D) Purpose and aim of the project
- 6** How can a business monitor its energy resource use?
- (A) By instigating shutdown procedures
 - (B) By comparing power bills over 12 months
 - (C) By investigating power-saving technologies
 - (D) By introducing the use of recycled products
- 7** A customer completes an online survey requested by a business. What type of feedback is the customer providing?
- (A) Direct
 - (B) Internal
 - (C) Indirect
 - (D) Informal
- 8** Which of the following types of records require tracking?
- (A) Manuals
 - (B) Invoices
 - (C) Personnel files
 - (D) Library catalogues

9 Workplace policies are often reviewed.

Which of the following is a method of version control for a workplace policy document?

- (A) Cross-referencing the document
- (B) Placing a file name into the header
- (C) Inserting the current date in a footer
- (D) Sorting documents into alphabetical order

10 Which of the following is the best strategy for promoting workplace diversity?

- (A) Providing induction programs
- (B) Having an affirmative action policy
- (C) Including qualifications on job application forms
- (D) Encouraging staff to acknowledge cultural celebrations

11 Who contributes to feedback on the performance of an employee?

- (A) Clients, colleagues, supervisors
- (B) Colleagues, supervisors, union officials
- (C) Clients, employer associations, mentors
- (D) Employer associations, supervisors, trainers

12 For business enterprises, what is the best source of current industry information?

- (A) Competitors
- (B) Business plans
- (C) Reference manuals
- (D) Workplace policy manuals

13 Which of the following is a role of an employer group?

- (A) To market a business
- (B) To act as an employment agency
- (C) To negotiate individual pay deals
- (D) To provide ongoing support for members

- 14** What is an example of an organisational plan that aims to improve environmental practices and resource efficiency?
- (A) Green office program
 - (B) Human resource procedures
 - (C) Codes of Practice (WorkCover NSW)
 - (D) *The Protection of the Environment Operations Act 1997* (NSW)
- 15** Which of the following is included in Level 2 in the hierarchy of risk control?
- (A) Isolating the hazard
 - (B) Reporting the incident
 - (C) Reviewing control measures
 - (D) Using personal protective equipment (PPE)

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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 (7 marks)

- (a) A fire has occurred in an office environment and a number of people have been injured. 3

What information should be supplied to emergency services when requesting assistance?

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- (b) Outline the role of WorkCover NSW after a notifiable emergency incident has been reported. 4

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Centre Number

Section II (continued)

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Student Number

Question 17 (8 marks)

- (a) What is a benefit of customer-focused service? **1**

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- (b) Explain the value of customer complaints to a business. **3**

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- (c) Explain how the personal qualities of employees assist them in being responsive to client needs. **4**

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Centre Number

Section II (continued)

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Student Number

Question 18 (10 marks)

- (a) Sort the following names into correct alphabetical order for filing. 2

The MacNamara Trust

Mason, Ashley L

Mason, Ashley

MacNamara's Melbourne

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- (b) Identify ONE advantage and ONE disadvantage for a business of using a centralised filing system. 2

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Question 18 continues on page 14

Question 18 (continued)

A business has branches in all major cities of Australia. The staff members at each branch handle large amounts of information on a daily basis from customer enquiries and business transactions. Occasionally, they also need to access information from other branches.

- (c) Explain how the business can organise its information and filing systems in order to meet its needs. **6**

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End of Question 18

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Centre Number

Section II (continued)

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Student Number

Question 19 (10 marks)

- (a) Identify the types of resources used in a business environment. **2**

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- (b) Why is it important for a business to meet environmental legislation requirements? **2**

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- (c) Some resources used in a business environment can pose potential environmental threats.

- (i) Identify ONE such resource. **1**

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- (ii) Outline the potential environmental threat posed by this resource. **2**

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- (iii) Suggest ways in which this threat can be reduced. **3**

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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
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Question 20 (15 marks)

Employers often provide opportunities for employees to develop workplace skills.

How does this practice contribute to improved business performance?

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) Explain factors that contribute to conflict in teams. **6**
- (b) Recommend conflict resolution techniques that could be implemented to overcome team difficulties. **9**

End of paper