2012 HSC Business Services '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)

Answers could include:

- Location
- Nearest cross street
- Nature of the incident
- Number of injured/casualties
- Nature of injuries
- Contact name and number

Question 16 (b)

Sample answer:

After an incident has occurred WorkCover NSW can offer a variety of means of assistance. Through inspections it investigates the incident to see if negligence was involved and, if so, initiates prosecution. WorkCover NSW can assist in completing claims for legal and medical assistance and compensation for loss of wages for those injured. Counselling services are available for those who have experienced trauma. WorkCover NSW also makes recommendations to ensure the incident will not occur again and offers ongoing support for continuous improvement of safety in the workplace.

Question 17 (a)

Sample answer:

Customer-focused service centres on the customer and ensures that their needs are met.

Question 17 (b)

Sample answer:

Customers complain for a number of reasons, such as poor service or product faults. Businesses should listen to customer complaints because they will tell them what areas of the business need improvement. The business can improve their service and reputation. Better-trained staff can ensure customers return to the business.

Answers could include:

- Identifying and overcoming existing problems
- Eliminating entrenched work practices
- Improving productivity
- Enhancing output quality
- Future development of workplace/organisation and the employees
- Improving business relationships

Question 17 (c)

Sample answer:

The personal qualities of sincerity, confidence, enthusiasm, efficiency, empathy and interest in other people would all assist in being responsive to client needs. These qualities indicate that you have a good knowledge of the business and are capable of dealing with client enquiries.

Answers could include:

Enthusiasm – keen to help, committed to excellent customer service, visionary

Sincerity – shows genuine interest and honesty

Confidence – indicates self-assurance, job knowledge and capability

Efficiency – indicates productivity with a minimum of waste; capability

Empathy – shows an understanding of the needs of others; being able to relate to the concerns of others

Interest in other people – indicates wanting to help and connect with others

Question 18 (a)

Correct Answer:

1. The MacNamara Trust
2. MacNamara's Melbourne
3. Mason, Ashley
4. Mason, Ashley L

Question 18 (b)

Sample answer:

Advantage – allows for better security
Disadvantage – time consuming as staff have to collect files from one area

Answers could include:

Advantages
- less chance of files being lost
- less chance of files being filed incorrectly
- business requires less storage equipment

Disadvantages
- business needs to purchase more storage equipment
- files may be less secure
- location may not be accessible for everyone

Question 18 (c)

Sample answer:

The business needs to access its information quickly. An electronic filing system, supported by computers, would allow the business to recall its information quickly. It would also allow more than one person to access information at the same time. An electronic filing system also allows storage of large amounts of information and can be centralised so that the information is held in one place. Staff from other branches could access the information when needed.

Answers could include:

- The amount of information
- The amount of storage space available
- How often records need to be accessed
- Security required

Question 19 (a)

Sample answer:

The types of resources used in a business environment may include stock and supply, raw materials, internal and external facilities, and human resources.

Answers could include:

Types of resources	Examples of resources
human resources	staff/employees
facilities	office equipment
software/programs	Microsoft Office
raw materials	inputs
stock and supply	stationery/paper

Question 19 (b)

Sample answer:

Businesses that meet environmental legislation requirements are looking after the environment for future generations. They will be seen as a responsible business as they are following the laws. If they do not meet these legislative requirements they may be prosecuted and incur fines.

Answers could include:

- Fines
- Involvement of Environmental Protection Authority
- Bad publicity/image tarnished
- Shutdown of business for multiple breaches
- To preserve/look after the environment
- To be lawful/follow the law
- To be a good corporate citizen/show social responsibility

Question 19 (c) (i)

Sample answer:

A resource used by a business that can pose an environmental threat is a hazardous chemical, such as some caustic cleaning agents.

Answers could include:

- Paper
- Plastic
- Hazardous materials
- Energy
- Electronic equipment and associated consumables

Question 19 (c) (ii)

Sample answer:

The misuse of hazardous chemicals may result in them entering waterways. This will affect water quality and harm marine plants and animals.

Answers could include:

- Harm to the environment
  - land-fill
  - pollution – air, water, land
  - overuse of finite resources – logging, wood chipping, deforestation
  - threat to natural environments – waterways
  - global warming/climate change

Question 19 (c) (iii)

Sample answer:

To prevent injuries and environmental damage from occurring, the environmental threat should be clearly labelled as being hazardous. It should also have clear instructions regarding appropriate and safe use and should be locked away securely when not in use. Information regarding the chemical should be made easily available on a material safety data sheet (MSDS).

Answers could include:

- Reduce, reuse, recycle
- Alternative resources
- Reduction programs
- Introduction of green programs

Section III

Question 20

Answers could include:

Employee improvement
- career planning and development
- coaching/mentoring and/or supervision
- formal and informal programs
- internal and external training provision
- performance appraisals
- personal study
- skills recognition and gap analysis
- work experience/exchange opportunities
- work shadowing
- workplace skills assessment

Improved business performance
- employee satisfaction leading to retention
- more highly skilled staff, continual improvement
- more efficient work practices
- less pressure/stress on staff
- work goals are met
- time constraints adhered to
- cooperative environment
- reciprocal relationships
- improved communication and coordination between staff departments
- improved understanding of roles of staff within the business

Section IV

Question 21 (a)

Answers could include:

- Variation in colleagues' work practices/methods
- Cultural misunderstanding
- Poor communication
- Aggressive behaviour
- Barriers to communication
- Personal animosity
- Non-completion of tasks
- Lack of recognition
- Misunderstanding of team roles/responsibilities

Question 21 (b)

Answers could include:

Conflict resolution techniques
- eliminate adversarial contests
- promote concept of 'win-win'
- allow for solutions that meet all parties' needs
- follow due process – listen, acknowledge, respond, report, follow up
- use of grievance procedures
- referral to outside agencies, eg unions
- mentoring

Overcoming team difficulties
- team members have their grievance issues listened to
- promote harmony within the team
- ensure the conflict is addressed effectively
- team goals are met