



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

## **2012 HSC Business Services Marking Guidelines**

### **Section I**

#### **Multiple-choice Answer Key**

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

## Section II

### Question 16 (a)

Criteria	Marks
• Demonstrates a sound understanding of information required by emergency services	3
• Identifies some of the information required by emergency services	2
• Makes a general statement about emergency services OR • Gives ONE example of information required by emergency services	1

### Question 16 (b)

Criteria	Marks
• Demonstrates a sound understanding of the role of WorkCover after an emergency incident has been reported	4
• Demonstrates an understanding of the role of WorkCover after an emergency incident has been reported	3
• Makes general statements about the role of WorkCover after an emergency incident has been reported	2
• Makes general statement(s) about WorkCover OR an emergency incident	1

**Question 17 (a)**

<b>Criteria</b>	<b>Marks</b>
<ul style="list-style-type: none"><li>Shows an understanding of a benefit of customer-focused service</li></ul>	1

**Question 17 (b)**

<b>Criteria</b>	<b>Marks</b>
<ul style="list-style-type: none"><li>Gives a reason why a business would recognise the value of customer complaints and links this to business improvement</li></ul>	3
<ul style="list-style-type: none"><li>Gives a reason(s) why a business would recognise the value of customer complaints and makes reference to business improvement</li></ul>	2
<ul style="list-style-type: none"><li>Makes general statements regarding customer complaints</li></ul> OR <ul style="list-style-type: none"><li>Makes statements about business improvement</li></ul>	1

**Question 17 (c)**

<b>Criteria</b>	<b>Marks</b>
<ul style="list-style-type: none"><li>Identifies personal qualities and clearly shows the relationship between personal qualities and how they assist in being responsive to client needs</li></ul>	4
<ul style="list-style-type: none"><li>Identifies personal qualities and shows the relationship between personal qualities and how they assist in being responsive to client needs</li></ul>	3
<ul style="list-style-type: none"><li>Identifies some personal qualities</li></ul> OR <ul style="list-style-type: none"><li>Makes general statements about being responsive to client needs</li></ul>	1–2

**Question 18 (a)**

<b>Criteria</b>	<b>Marks</b>
• Sorts 4 names into correct alphabetical order	2
• Sorts 2 or 3 names into correct alphabetical order	1

**Question 18 (b)**

<b>Criteria</b>	<b>Marks</b>
• States ONE advantage and ONE disadvantage of using a centralised filing system	2
• States ONE advantage OR ONE disadvantage of using a centralised filing system	1

**Question 18 (c)**

<b>Criteria</b>	<b>Marks</b>
• Demonstrates a sound understanding of how the business can organise its information AND filing systems to meet business needs	6
• Shows an understanding of how the business can organise its information AND filing systems to meet business needs	4–5
• States how a business can organise its information AND/OR filing systems	2–3
• Makes reference to an organisation's information or filing systems	1

**Question 19 (a)**

<b>Criteria</b>	<b>Marks</b>
• States a range of the types of resources used in a business environment	2
• States a type of resource used in a business environment OR provides examples of resources used in a business environment	1

**Question 19 (b)**

<b>Criteria</b>	<b>Marks</b>
• Demonstrates an understanding of the importance of environmental legislation requirements to a business	2
• Makes general statements about environmental legislation	1

**Question 19 (c) (i)**

<b>Criteria</b>	<b>Marks</b>
• States a resource that can pose an environmental threat	1

**Question 19 (c) (ii)**

<b>Criteria</b>	<b>Marks</b>
• Provides features of the potential environmental threat of this resource	2
• States a potential environmental threat of this resource	1

**Question 19 (c) (iii)**

<b>Criteria</b>	<b>Marks</b>
• Provides a range of suggestions to reduce the threat	3
• Provides some suggestions to reduce the threat	2
• Makes general statements about reducing the threat	1

## Section III

### Question 20

Criteria	Marks
<ul style="list-style-type: none"> <li>• Demonstrates a thorough understanding of the opportunities an employer can provide to employees to develop workplace skills</li> <li>• Clearly demonstrates links between these opportunities and improved business performance</li> <li>• Communicates ideas and information using relevant workplace examples and industry terminology</li> <li>• Presents a logical and cohesive response</li> </ul>	13–15
<ul style="list-style-type: none"> <li>• Demonstrates an understanding of the opportunities an employer can provide to employees to develop workplace skills</li> <li>• Demonstrates links between these opportunities and improved business performance</li> <li>• Communicates ideas and information using some workplace examples and industry terminology</li> <li>• Presents a logical and cohesive response</li> </ul>	10–12
<ul style="list-style-type: none"> <li>• Recognises some of the opportunities an employer can provide to employees to develop workplace skills</li> <li>• Identifies some links between these opportunities and improved business performance</li> <li>• Communicates ideas and information using some industry terminology</li> <li>• Presents a logical response</li> </ul>	7–9
<ul style="list-style-type: none"> <li>• Shows a limited understanding of the opportunities an employer can provide to employees and makes general statements about improving business performance OR states a range of opportunities an employer can provide to employees to develop workplace skills</li> <li>• Makes limited use of industry terminology</li> <li>• Shows some organisation in presenting information</li> </ul>	4–6
<ul style="list-style-type: none"> <li>• Makes general statements about opportunities an employer can provide AND/OR improving business performance</li> <li>• Makes limited use of terminology</li> </ul>	1–3

## Section IV

### Question 21 (a)

Criteria	Marks
• Demonstrates a thorough understanding of factors that contribute to conflict in teams	5–6
• Demonstrates an understanding of factors that contribute to conflict in teams	3–4
• Makes general statements about conflict in teams	1–2

### Question 21 (b)

Criteria	Marks
• Suggests conflict resolution techniques and clearly justifies their use in overcoming team difficulties • Presents a detailed response using relevant workplace examples and industry terminology	7–9
• Suggests conflict resolution techniques and justifies their use in overcoming team difficulties • Presents a response using workplace examples and industry terminology	5–6
• Suggests some conflict resolution techniques and makes reference to overcoming team difficulties • Uses some workplace examples and some industry terminology	3–4
• Makes general statements about conflict resolution and/or overcoming team difficulties • Makes limited use of industry terminology or workplace examples	1–2

# Business Services

## 2012 HSC Examination Mapping Grid

### Section I

Question	Marks	Unit of competency/Element of competency	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
1	1	BSBCMM201A/Element 2 Complete workplace documentation and correspondence p15	X				X			X
2	1	BSBWOR202A/Element 3 Review work performance p79						X		
3	1	BSBWOR203A/Element 1 Develop effective workplace relationships p79			X			X		
4	1	BSBCUS201A/Element 2 Identify customer needs p23			X					
5	1	BSBWOR203A/Element 1 Develop effective workplace relationships p79		X						
6	1	BSBSUS201A/Element 1 Identify current resource use p64				X	X			
7	1	BSBCUS201A/Element 4 Process customer needs p23	X							
8	1	BBSBINM201A/Element 1 Collect information p44					X			
9	1	BSBINM201A/Element 2 Process workplace information p46					X			X
10	1	BSBCMM201A/Element 3 Communicate in a way that responds positively to individual difference p17		X		X				
11	1	BSBWOR202A/Element 3 Review work performance p74		X						
12	1	BSBIND201A/Element 1 Work within organisational requirements p31				X				
13	1	BSBIND201A/Element 1 Work within organisational requirements p31				X				
14	1	BSBSUS201A/Element 3 Seek opportunities to improve resource efficiency p66	X			X				
15	1	BSBOHS201A/Element 2 Implement workplace safety requirements p56			X					



**Section II**

Question	Marks	Unit of competency/Element of competency	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
16 (a)	3	BSBOHS201A/Element 4 Follow safety procedure p59	X		X					
16 (b)	4	BSBOHS201A/Element 4 Follow safety procedure p58							X	
17 (a)	1	BSBCUS201A/Element 3 Deliver service to customers p24	X					X		
17 (b)	3	BSBCUS201A/Element 4 Process customer feedback p26				X				
17 (c)	4	BSBCUS201A/Element 1 Establish contact with customers p23						X		
18 (a)	2	BSBINM201A/Element 3 Maintain information systems p47			X				X	
18 (b)	3	BSBINM201A/Element 3 Maintain information systems p47					X			
18 (c)	5	BSBINM201A/Element 3 Maintain information systems p47			X		X			
19 (a)	2	BSBSUS201A/Element 1 Identify current resources use p63							X	
19 (b)	2	BSBSUS201A/Element 2 Comply with environmental regulations p66			X					
19 (c) (i)	1	BSBSUS201A/Element 1 Identify current resources use p64							X	
19 (c) (ii)	2	BSBSUS201A/Element 1 Identify current resources use p64			X					
19 (c) (iii)	3	BSBSUS201A/Element 1 Identify current resources use p64			X					

**Section III**

Question	Marks	Unit of competency/Element of competency	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
20	15	BSBWOR203A/Element 2 – Contribute to workgroup activities p80	X		X	X	X	X	X	

**Section IV**

Question	Marks	Unit of competency/Element of competency	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
21 (a)	6	BSBIND201A/Element 2 – Work in a team p37	X	X	X		X			
21 (b)	9	BSBIND201A/Element 2 – Work in a team p37	X	X	X		X			