

BOARD OF STUDIES
NEW SOUTH WALES

2003 HSC Specimen Paper

Business Services

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Business Services
(240 indicative hours)
(Business Services Curriculum Framework)

This booklet contains the specimen examination paper for the 2003 Higher School Certificate examination in the 240-hour VET course in Business Services.

The 2003 Business Services specimen paper has the same format as the previous HSC Business Services (Administration) examination papers. The specimen paper has been produced in accordance with the Board's *Principles for Setting HSC Examinations in a Standards-Referenced Framework*, published in Board Bulletin Volume 8 Number 9 (Nov/Dec 99).

The specimen paper as a whole is structured to allow for appropriate differentiation of student performance. The format of the paper allows students to gain a clear understanding of what they are required to do in each question, and in working through the paper. Instructions have been standardised and the demands of the questions have been made explicit. Key words in questions, such as 'discuss', 'analyse', and 'explain', have been used consistently in accordance with the glossary published in the Board's *Assessment Support Document*.

The examinations in the 240-hour VET courses are optional, but required of students who wish this subject to contribute towards a University Admission Index. Students who sit for the examination will receive a statement of HSC outcomes in the same form as for other Board determined HSC courses.

This specimen paper is an example of the type of examination that could be prepared within the examination specifications for the 240-hour VET course in Business Services. The range and balance of outcomes tested in the HSC examinations may differ from those addressed in this specimen paper. Questions are based on:

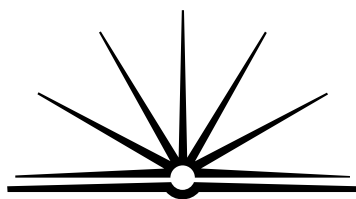
- the units of competency identified for examination;
- the minimum prescribed learning contained in the Higher School Certificate requirements for each specified unit of competency;
- the associated key competencies.

There are a number of points to note in considering the Business Services specimen examination paper:

- All VET examination papers conform to a common examination framework:
 - Section I — multiple-choice items (15 marks)
 - Section II — short response items (35 marks)
 - Section III — extended response items (30 marks)

The examination is a 2-hour written paper. A total of 80 marks is shown on the examination paper. The total mark gained by a student on the paper are then converted to a mark out of 100.

- The number of questions in Section II may vary from year to year, however marks in this section will always total 35.
- A rubric indicating general criteria for judging performance has been placed at the beginning of Section III to clearly indicate the factors that will be used to assess responses to the question(s). These criteria are in addition to criteria specific to each question.
- Teachers should refer to the article in Board Bulletin February 2002, Vol 11 No 1 explaining the new Business Services Curriculum Framework for which this specimen examination has been prepared.



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

2003

**HIGHER SCHOOL CERTIFICATE
SPECIMEN EXAMINATION**

Business Services

General Instructions

- Reading time – 5 minutes
- Working time – 2 hours
- Write using black or blue pen
- Board-approved calculators may be used
- Write your Centre Number and Student Number at the top of pages 7, 9 and 11

Total marks – 80

Section I Pages 2–6

15 marks

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

Section II Pages 7–14

35 marks

- Attempt Questions 16–18
- Allow about 45 minutes for this section

Section III Pages 15–16

30 marks

- Attempt TWO questions from Questions 19–21
- Allow about 1 hour for this section

Section I

15 marks

Attempt Questions 1–15

Allow about 15 minutes for this section

Use the multiple-choice answer sheet.

Select the alternative A, B, C or D that best answers the question. Fill in the response oval completely.

Sample: $2 + 4 =$ (A) 2 (B) 6 (C) 8 (D) 9
A B C D

If you think you have made a mistake, put a cross through the incorrect answer and fill in the new answer.

A B C D

If you change your mind and have crossed out what you consider to be the correct answer, then indicate the correct answer by writing the word *correct* and drawing an arrow as follows.

A B C D
correct ↙

- 1** Which of the following groups of people do enterprise agreements cover?
- (A) Salaried officers
 - (B) Union members only
 - (C) Both wage and salary earners
 - (D) Contractors and part-time wage earners
- 2** Which of the following mail items should be opened by an administrative assistant?
- (A) All incoming electronic mail
 - (B) All mail addressed to the business
 - (C) All mail addressed to the 'Administrator'
 - (D) All mail except mail marked 'confidential', 'personal' or 'private'
- 3** What does an assets register refer to?
- (A) All items the business owns
 - (B) All of the machines in the office
 - (C) An alphabetical list of staff members
 - (D) An up-to-date list of the current assets of the business
- 4** Which of the following are not included in cost effective practices?
- (A) Discounts
 - (B) Bulk purchases
 - (C) Long-term credit
 - (D) Prompt payment policies
- 5** Which of the following items would be paid from petty cash?
- (A) Stationery, bus fares, postage
 - (B) Bank fees, stationery, salaries
 - (C) Creditor invoices, bank fees, postage
 - (D) Subscriptions, photocopying, personal dry cleaning

- 6 In a word processing document, which of the following procedures most efficiently moves selected text from one location to another?
- (A) From the menu choose 'copy' and then 'paste'
 - (B) From the menu choose 'cut' and then 'paste'
 - (C) From the keyboard choose delete and insert
 - (D) From the keyboard choose backspace and insert
- 7 Which of the following best defines the term *ergonomics*?
- (A) The operation of muscles and limbs so that excessive force is avoided
 - (B) The positioning of the body, changing the lazy characteristics of some muscles
 - (C) The healthy, comfortable and efficient design and arrangement of a workstation
 - (D) The use of a software package designed to aid accountants in maintaining financial records
- 8 Which of the following would be an appropriate response if an employer asked you to complete a new important task immediately?
- (A) Complete all your other tasks first
 - (B) Tell the employer you are very busy today
 - (C) Re-prioritise your tasks and complete the new task first
 - (D) Complete the tasks you believe are important and then attend to the employer's request
- 9 Which of the following tasks should be a daily priority in the office environment?
- (A) Filing the invoices and correspondence
 - (B) Picking up and opening the incoming mail
 - (C) Typing and distributing a memo to staff regarding a meeting in two weeks time
 - (D) Ordering the stationery required for the following week's special advertising campaign

- 10** Which of the following is the most appropriate way to file the minutes of a weekly sales meeting?
- (A) By the date of the meeting
 - (B) By the venue of the meeting
 - (C) By the first item on the agenda
 - (D) By the person who took the minutes
- 11** As an administrative assistant you have received a letter from a customer requesting replacement of faulty equipment your company has supplied.
- Which of the following best describes the type of letter you have received?
- (A) Claim
 - (B) Enquiry
 - (C) Confirmation
 - (D) Acknowledgement
- 12** In a database, which of the following will allow data to be arranged in alphabetical order?
- (A) Editing
 - (B) Formatting
 - (C) Proofing
 - (D) Sorting
- 13** Which of the following computer functions is able to aid in reducing paper wastage?
- (A) Sort
 - (B) Input text
 - (C) On-line help
 - (D) Print preview

- 14** Which of the following storage systems would be most suitable for a client register of a large organisation?
- (A) Electronic
 - (B) Image based
 - (C) Microfilm
 - (D) Paper based
- 15** As a receptionist you receive an enquiry from a customer which you are unable to answer. Which of the following procedures should you follow?
- (A) Hang up on the caller
 - (B) Ask them to call back later
 - (C) Transfer the call to a qualified person
 - (D) Put them on hold until you find the answer

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Centre Number

Section II

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Student Number

35 marks

Attempt Questions 16–18

Allow about 45 minutes for this section

Answer the questions in the spaces provided.

Marks

Question 16 (10 marks)

- (a) Identify and describe TWO different forms of mail. 2

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- (b) Outline the procedure for registering incoming mail. 2

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- (c) Identify and describe TWO strategies for minimising waste when handling mail. 2

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Question 16 continues on page 8

Question 16 (continued)

(d) Describe the preparation procedures for outgoing mail.

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End of Question 16

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Centre Number

Section II (continued)

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Student Number

Marks

Question 17 (13 marks)

- (a) Identify and describe TWO ergonomic requirements of a workstation. 4

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- (b) Identify ONE type of injury related to computer use and describe ways of preventing this injury. 3

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Question 17 continues on page 10

Question 17 (continued)

(c) Explain the importance of passwords, log on and log off procedures.

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End of Question 17

Question 18 (continued)

Central Bank of Australia				14/8/ 2001	
Alice Springs, NT					
THE SUM OF					
				Notes	2230 00
				Coins	①
				Bankcard	340 00
				Mastercard	
				Visa	
				Cheques, etc.	65 00
Teller	Comm.	No. of Items	PAID IN BY	<i>C. Smith</i> (Signature)	
FOR CREDIT OF		Account Number 287-4310	Account Name	②	\$ ③
Proceeds of Cheques, etc., will not be available until cleared					
PARTICULARS OF CHEQUES					
	Drawer	Bank	Branch	Amount	
1	④	Bank of Aust	Mt. Isa	65	00
2					
3					
4					
5					
6					
7					
8					
9					
10					
			TOTAL →		

What entries should be made on the deposit slip at each of the following?

- ①
- ②
- ③
- ④

Question 18 continues on page 13

Question 18 (continued)

Refer to the Petty Cash Vouchers and the Petty Cash Book below to answer part (b).

PETTY CASH VOUCHER
 Date 07/08/- No 23
 Paid to E. Yates
 For Cleaning materials
 A/c Charged Sundries
 \$ 8.70
E Yates
 Signature
 Approved Not Approved

PETTY CASH VOUCHER
 Date 08/08/- No 24
 Paid to D. Frizzell
 For Stamps
 A/c Charged Postage
 \$ 3.50
D. Frizzell
 Signature
 Approved Not Approved

PETTY CASH VOUCHER
 Date 09/08/- No 25
 Paid to A O'Brien
 For Taxi fare
 A/c Charged TRAVEL
 \$ 9.20
A O'Brien
 Signature
 Approved Not Approved

Petty Cash Book Petty Cash Book of: Joe's Hardware

Cash Received	Date	Particulars	Voucher No	Payments		Stationery	Postage	Travel	Sundries
				\$	c	\$	c	\$	c
14	40	Aug 1							
35	60								
		Balance b/d							
		Reimbursement cheque No 1465391							
		3	21	6	25	6	25		
		5	22	5	40				5
		7	23	8	70				8
		8	24	3	50		3	50	
		9	25	①				9	20
				②					
		Balance c/d							
③									
④		14							
		14							
		Reimbursement cheque No 146423							

Question 18 continues on page 14

Question 18 (continued)

- (b) You are a Petty Cashier for Joe’s Hardware. On 1 August 2001 the balance of the petty cash fund was \$14.40. You were issued with cheque No. 1465391 for \$35.60 to restore the fund to its imprest amount of \$50. 4

Record the entries at:

- ①
- ②
- ③
- ④

- (c) Discuss the need for accountability and security when dealing with petty cash in an organisation. 4

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End of Question 18

Business Services

Section III

30 marks

Attempt TWO questions from Questions 19–21

Allow about 1 hour for this section

Answer each question in a SEPARATE Writing Booklet. Extra writing booklets are available.

In your answers you will be assessed on how well you:

- demonstrate relevant knowledge and understanding
 - communicate ideas and information, using precise industry terminology and appropriate workplace examples
 - organise information in a well-reasoned and cohesive response
 - solve proposed issues or problems
-

Question 19 (15 marks)

You have been elected as a staff representative on the Occupational Health and Safety (OH&S) Committee at Smithfield Financial Enterprises.

Outline the role, duties and responsibilities of the OH&S Committee at Smithfield Financial Enterprises, and explain the role and function of WorkCover NSW in this workplace.

Question 20 (15 marks)

The manager of a Human Resource Management company has identified a number of internal issues causing concern including:

- missing files;
- security and confidentiality;
- out of date and inaccurate records.

The manager has asked you to write a report addressing the identified issues. Outline the operational procedures that could be implemented by the company, and explain how these could improve the integrity of the records system.

In your answers you will be assessed on how well you:

- demonstrate relevant knowledge and understanding
 - communicate ideas and information, using precise industry terminology and appropriate workplace examples
 - organise information in a well-reasoned and cohesive response
 - solve proposed issues or problems
-

Question 21 (15 marks)

You are an Administrative Assistant to the manager of a small business. You know that ‘You only get one chance to create a good first impression’. While you are speaking on the telephone to an important client, a visitor to the business approaches you about a meeting he has with your manager. Your manager is running 15 minutes late for this meeting and she has asked you to attend to the visitor’s needs until the meeting starts.

How could you professionally and effectively deal with the needs of both the telephone caller and the visitor? In your answer, discuss the importance of listening techniques, body language, appropriate speech, and promoting a client-focused business image.

End of paper



Sample marking guidelines for Business Services

The following marking guidelines have been developed for selected questions from the 2003 HSC Specimen Examination in Business Services. These guidelines indicate the approach that would be taken to marking questions.

For each question, the following are typically included:

1. The units of competency that are targeted by the questions.
2. The assessment rubric from the specimen paper, where there is one, listing the set of general criteria that are used to assess responses.
3. The marking guidelines, which show the criteria to be applied to responses along with the marks to be awarded in line with the quality of the responses. For extended-response questions, performance is described at the number of levels of performance, each covering a range of marks.
4. A sample answer or some points that answers might include. Sample answers indicate the scope and depth of treatment expected, and is not intended to be prescriptive. Similarly, the points that could be included in answers are not intended to be an exhaustive list, but rather an indication of the considerations that students could include in their responses.

Marking guidelines will generally require some refinement at the Marking Centre to take account of unanticipated responses that students present. For essay-type questions, the standard described at each mark range will be made clear during pilot-marking by the selection of sample scripts.

In a standards-referenced framework, examination questions are closely linked to syllabus content and outcomes. Expectations of the question are to be clear in the wording of the question. Marking guidelines will be developed at the same time as the examination questions, by examination committees. The development of marking guidelines will be guided by the Board's *Principles for Developing Marking Guidelines for the New HSC Examinations in a Standards-Referenced Framework*, published in Board Bulletin Volume 9 Number 3 (May 2000).

Section I — Multiple Choice

Answers to the multiple-choice questions are as follows:

Question	Correct response
1	C
2	D
3	D
4	C
5	A
6	B
7	C
8	C

Question	Correct response
9	B
10	A
11	A
12	D
13	D
14	A
15	C

Section II

Question 18 (a) (4 marks)

Unit of competency assessed: BSBCM207A

MARKING GUIDELINES

Criteria	Marks
• Correctly completes all 4 components of the deposit slip	4
• Correctly completes 3 components of the deposit slip	3
• Correctly completes 2 components of the deposit slip	2
• Correctly completes 1 component of the deposit slip	1

Answers:

- ① 103.10
- ② Joe's Hardware
- ③ 2738.10
- ④ W Packer

Question 18 (b) (4 marks)

Unit of competency assessed: BSBCM207A

MARKING GUIDELINES

Criteria	Marks
• Correctly completes all 4 components of the petty cash book	4
• Correctly completes 3 components of the petty cash book	3
• Correctly completes 2 components of the petty cash book	2
• Correctly completes 1 component of the petty cash book	1

Answers:

- ① 9.20 — the \$ amount is 9.
- ② 33.05 — the \$ amount is 33.
- ③ 50.00 — the \$ amount is 50.
- ④ 16.95 — the \$ amount is 16.

Question 18 (c) (4 marks)*Unit of competency assessed: BSBCMN207A***MARKING GUIDELINES**

Criteria	Marks
• Clearly presents arguments supporting the need for accountability and security when dealing with petty cash	4
• Briefly describes the need for accountability and security when dealing with petty cash	3
• Provides a general statement(s) illustrating the need for accountability OR security when dealing with petty cash	2
• Provides a limited discussion about petty cash with some reference to accountability and/or security	1

Answers could include:

- A professional and ethical business must be able to account for all assets at all times — including petty cash.
- As it is usual for many employees to access petty cash, it is best for one person to be held accountable and to ensure security of petty cash. This person needs to balance the petty cash book regularly.

Section III

In this section you will be assessed on how well you:

- demonstrate knowledge and understanding
- communicate ideas and information, using precise industry terminology and appropriate workplace examples
- organise information in a well-reasoned and cohesive response
- solve proposed issues or problems

Question 19 (15 marks)

Unit of competency assessed: BSBCMN201A, BSBCMN211A

MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> • Clearly indicates the role, duties and responsibilities of an OH&S committee • Provides a detailed explanation regarding the role and function of WorkCover NSW and the relationship between WorkCover NSW and an organisation • Uses a range of precise industry terminology throughout the response, and includes appropriate workplace examples • Presents a response in an organised well-reasoned and cohesive manner 	13–15
<ul style="list-style-type: none"> • Indicates the general role, duties and/or responsibilities of an OH&S committee • Provides a limited explanation of the role and function of WorkCover NSW and provides some links between WorkCover NSW and an organisation • Uses precise industry terminology throughout the response, and includes some appropriate examples • Presents an organised well-reasoned response 	10–12
<ul style="list-style-type: none"> • Lists the aims of OH&S committees in the workplace • Shows some relationship between organisations and the role and function of WorkCover NSW • Uses some industry terminology throughout the response, and includes some appropriate examples • Presents information in an organised manner 	7–9
<ul style="list-style-type: none"> • Indicates some of the general functions of an OH&S committee OR • Identifies some aspects of WorkCover NSW, which may also include an elementary description of WorkCover NSW • Uses some terminology with limited or no use of examples 	4–6
<ul style="list-style-type: none"> • Makes a general statement about OH&S in an organisation, which may include an elementary description of WorkCover NSW OR • Provides a discussion of WorkCover NSW • Provides a simple description of OH&S in the workplace 	1–3

Higher School Certificate

Draft Performance Bands

Business Services

The draft performance bands shown on the following page represent student performance in bands of achievement. They illustrate the typical examination performance of students in the Business Services (240 indicative hours) course.

Each band contains descriptions of student achievement of the course outcomes. The scales will continue to be refined to include information from performance in the new HSC courses.

DRAFT PERFORMANCE BANDS

Business Services

The typical examination performance in this band:

Band 6	<ul style="list-style-type: none"> • Consistently and correctly communicates using precise industry and enterprise terminology, in a manner appropriate to the audience and situation in the workplace. • Demonstrates a thorough understanding and application of the performance required in a range of work tasks. • Applies an in-depth knowledge and understanding relevant to specific competencies. • Demonstrates an extensive understanding of legislation as it applies to the business services industry. • Demonstrates high level skills in problem solving, planning and applying review strategies to manage efficiently a range of complex tasks. • Exhibits a comprehensive understanding of enterprise procedures and policies and their importance in the business environment. • Demonstrates high level skills in the use of appropriate technologies to produce quality outcomes. • Demonstrates critical judgement and sound reasoning to select, organise, synthesise and evaluate relevant information from a variety of sources.
Band 5	<ul style="list-style-type: none"> • Communicates, using specific industry and enterprise terminology, in a manner appropriate to the audience and situation in the workplace. • Demonstrates a detailed understanding and application of the performance required in a range of work tasks. • Demonstrates a detailed knowledge and understanding relevant to specific competencies. • Demonstrates an understanding of legislation as it applies to the business services industry. • Demonstrates comprehensive skills in problem solving, planning and applying review strategies to manage efficiently a range of complex tasks. • Exhibits a thorough understanding of enterprise procedures and policies and their importance in the business environment. • Demonstrates comprehensive skills in the use of appropriate technologies to produce quality outcomes. • Demonstrates accomplished judgement and reasoning to select, organise and evaluate relevant information from a variety of sources.
Band 4	<ul style="list-style-type: none"> • Communicates, using industry and enterprise terminology, in a manner appropriate to the workplace. • Demonstrates a sound understanding and application of the performance required in a range of tasks. • Demonstrates a sound knowledge and understanding relevant to specific competencies. • Demonstrates a basic understanding of legislation as it applies to the business services industry. • Demonstrates skills in problem solving, planning and applying review strategies to manage a range of tasks to achieve quality outcomes. • Exhibits a general understanding of enterprise procedures and policies and their relationship to business success. • Demonstrates skills in the use of appropriate technologies to complete a range of tasks. • Frames written responses in a descriptive manner.
Band 3	<ul style="list-style-type: none"> • Communicates using basic industry and enterprise terminology. • Demonstrates an understanding of the performance required in a limited range of work tasks. • Demonstrates a basic knowledge and understanding relevant to specific competencies. • Displays a limited understanding of legislation that applies to the business services industry. • Demonstrates basic skills in problem solving to manage a range of tasks to achieve outcomes. • Exhibits a general understanding of enterprise procedures and policies. • Demonstrates skills in the use of appropriate technologies to complete a range of tasks. • Frames written responses using unsupported generalisations.
Band 2	<ul style="list-style-type: none"> • Communicates using non-industry specific terms. • Demonstrates a superficial understanding of the performance required in a limited range of work tasks. • Demonstrates a limited knowledge and understanding relevant to specific competencies. • Displays an elementary understanding of legislation that applies to the business services industry. • Demonstrates elementary skills in problem solving to complete tasks. • Exhibits some understanding of enterprise procedures and policies. • Demonstrates elementary skills in the use of technologies to complete a task. • Frames written responses using unsupported generalisations and irrelevant material.
Band 1	<ul style="list-style-type: none"> •

Business Services

2003 HSC Specimen Examination Mapping Grid

For each item in the examination, the grid shows the marks allocated, the unit of competency it relates to and the bands on the performance scale it is targeting. The range of bands shown indicates the performance candidates may be able to demonstrate in their responses. That is, if an item is shown as targeting Bands 3 – 5, it indicates that candidates who demonstrate performance equivalent to the Band 3 descriptions should be able to score some marks on the item, while those who perform at Band 5 or above could reasonably be expected to gain high marks. In the case of one-mark items, candidates who demonstrate performance at or above the bands shown generally could be expected to answer the item correctly.

Question	Marks	Unit of competency	Targeted Performance Band
Section I			
1	1	BSBCM201A	2–3
2	1	BSBCM212A	2–3
3	1	BSBCM307A	2–3
4	1	BSBCM307A	3–4
5	1	BSBCM207A	2–3
6	1	BSBCM213A	3–4
7	1	BSBCM 211A	4–5
8	1	BSBCM 202A	2–3
9	1	BSBCM 202A	2–3
10	1	BSBCM 206A	3–4
11	1	BSBCM 203A	2–3
12	1	BSBADM305A	3–4
13	1	BSBCM 205A	2–3
14	1	BSBCM207A	3–4
15	1	BSBCM 203A	3–4
Section II			
16(a)	2	BSBCM212A	2–3
16(b)	3	BSBCM212A	2–4
16(c)	2	BSBCM212A	2–5
16(d)	3	BSBCM212A	2–6
17(a)	4	BSBCM 211A	2–3
17(b)	3	BSBCM 213A	2–4
17(c)	6	BSBCM 205A	2–6
18 (a)	4	BSBCM207A	2–3
18 (b)	4	BSBCM207A	2–4
18(c)	4	BSBCM207A	2–6
Section III			
19	15	BSBCM201A, BSBCM211A	2–6
20	15	BSBCM206A	2–6
21	15	BSBCM201A, BSBCM209A	2–6