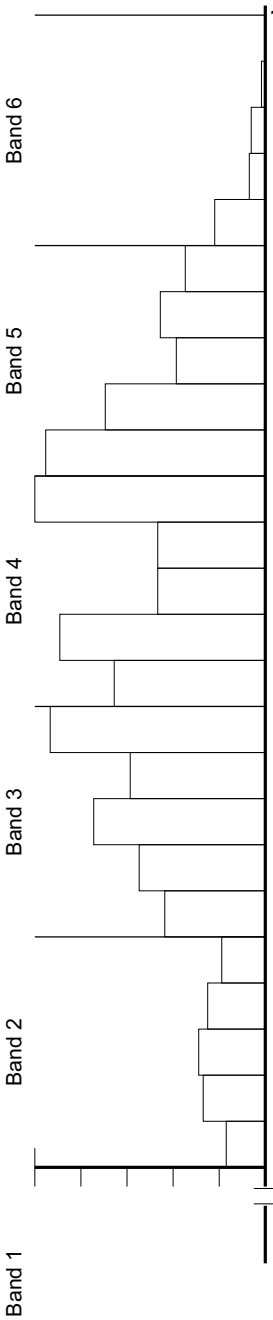
# 2020 Course Report

## Business Services Examination

**State Distribution** | **The typical examination performance in this band:**




**100**
Demonstrates extensive knowledge and understanding of the HSC mandatory focus areas including Customer service, Financial records, Innovation, Safety, Sustainability, Working in the business services industry and workplace and Workplace information. Communicates in a coherent, succinct and logical manner. Uses industry terminology accurately and appropriately. Supports responses with relevant workplace examples.

**90**
Demonstrates thorough knowledge and understanding of the HSC mandatory focus areas including Customer service, Financial records, Innovation, Safety, Sustainability, Working in the business services industry and workplace and Workplace information. Communicates in an effective and organised manner. Uses industry terminology appropriately. Supports responses with workplace examples.

**80**
Demonstrates sound knowledge and understanding of the HSC mandatory focus areas including Customer service, Financial records, Innovation, Safety, Sustainability, Working in the business services industry and workplace and Workplace information. Communicates in an organised manner. Uses some industry terminology appropriately. Includes some workplace examples in responses.

**70**
Demonstrates basic knowledge and understanding of the HSC mandatory focus areas including Customer service, Financial records, Innovation, Safety, Sustainability, Working in the business services industry and workplace and Workplace information. Communicates in a basic manner. Uses some industry terminology.

**60**
Demonstrates elementary knowledge and understanding of the HSC mandatory focus areas including Customer service, Financial records, Innovation, Safety, Sustainability, Working in the business services industry and workplace and Workplace information. Uses generalisations and non-industry specific terminology.

**50**
A mark in this band indicates that the student has achieved below the minimum standard expected.

**0**

The candidature of this course was 1,157.