



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

## **2009 HSC Business Services Marking Guidelines**

### **Section I**

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

**Section II****Question 16 (a)**

*Competencies assessed: BSBCM205A*

**MARKING GUIDELINES**

<b>Criteria</b>	<b>Marks</b>
• States correct procedures for removing portable storage devices	2
• States one or part of the procedures for removing portable storage devices	1

**Question 16 (b)**

*Competencies assessed: BSBCM205A*

**MARKING GUIDELINES**

<b>Criteria</b>	<b>Marks</b>
• Relates a range of outcomes if correct procedure is not followed	2
• Relates an outcome if correct procedure is not followed	1

**Question 16 (c)***Competencies assessed: BSBCMN205A***MARKING GUIDELINES**

<b>Criteria</b>	<b>Marks</b>
• Provides a range of recorded information	2
• States some recorded information	1

**Question 16 (d)***Competencies assessed: BSBCMN205A***MARKING GUIDELINES**

<b>Criteria</b>	<b>Marks</b>
• Provides a range of problems and implications	4
• Provides some problems and an implication	3
• States a problem and/or the implication	2
OR	
• Provides a range of problems or implications	1
• States a problem or implication	

**Question 17 (a)***Competencies assessed: BSBCMN213A***MARKING GUIDELINES**

<b>Criteria</b>	<b>Marks</b>
• Relates a range of reasons for referring to the style guide	3
• Relates some reasons for referring to the style guide	2
• States a reason for referring to the style guide	1

**Question 17 (b)***Competencies assessed: BSBCMN213A***MARKING GUIDELINES**

<b>Criteria</b>	<b>Marks</b>
• Identifies a range of reasons	3
• Identifies some reasons	2
• Identifies at least one reason	1

**Question 17 (c)***Competencies assessed: BSBCMN213A***MARKING GUIDELINES**

<b>Criteria</b>	<b>Marks</b>
• Indicates the main features of formatting commands	2
• Identifies formatting commands	1

**Question 18 (a)**

*Competencies assessed: BSBCMN307A*

**MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none"> <li>Identifies main considerations when developing a budget for office resources</li> </ul>	2
<ul style="list-style-type: none"> <li>Identifies a consideration when developing a budget for office resources</li> </ul>	1

**Question 18 (b)**

*Competencies assessed: BSBCMN307A*

**MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none"> <li>Demonstrates a sound understanding of periodic forecasts</li> <li>Identifies the role of periodic forecasts in acquiring resources</li> </ul>	3
<ul style="list-style-type: none"> <li>Demonstrates an understanding of periodic forecasts</li> </ul> AND/OR <ul style="list-style-type: none"> <li>Identifies the role of periodic forecasts in acquiring resources</li> </ul>	2
<ul style="list-style-type: none"> <li>Names a characteristic of a periodic forecast</li> </ul> OR <ul style="list-style-type: none"> <li>Identifies the role of periodic forecasts in acquiring resources</li> </ul>	1

**Question 18 (c)**

*Competencies assessed: BSBCMN307A*

**MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none"> <li>Identifies a range of factors to be considered</li> <li>Relates the impact of these factors on the organisation</li> </ul>	4
<ul style="list-style-type: none"> <li>Identifies some factors to be considered</li> <li>Relates the impact of these factors on the organisation</li> </ul>	3
<ul style="list-style-type: none"> <li>Identifies some factors to be considered</li> </ul> OR <ul style="list-style-type: none"> <li>Relates the impact of these factors on the organisation</li> </ul>	2
<ul style="list-style-type: none"> <li>States a factor or an impact on the organisation</li> </ul>	1

**Question 19 (a)***Competencies assessed: BSBCMN211A***MARKING GUIDELINES**

<b>Criteria</b>	<b>Marks</b>
• Indicates the main areas of responsibility of an OHS officer	3
• Indicates a limited selection of areas covered by an OHS officer	2
• Makes general statements about an OHS officer	1

**Question 19 (b)***Competencies assessed: BSBCMN211A***MARKING GUIDELINES**

<b>Criteria</b>	<b>Marks</b>
• Makes sound evaluation of the role of an OHS officer in assessing and controlling a chemical spill	5
• Makes some evaluation of the role of an OHS officer in assessing and controlling a chemical spill	4
• Makes limited evaluation of the role of an OHS officer in handling a chemical spill	3
• Makes general statements regarding the role of an OHS officer	2
• Makes a general statement regarding an OHS officer	1

## Section III

### Question 20

Competencies assessed: *BSBCM201A*

#### MARKING GUIDELINES

Criteria	Marks
<ul style="list-style-type: none"> <li>• Demonstrates a comprehensive understanding of a range of legislations including Anti-discrimination, Sex Discrimination, Racial Discrimination and Affirmative Action Acts and business operations</li> <li>• Provides a detailed description of how an organisation's equity principles and practices are affected by this legislation</li> <li>• Uses a range of precise industry terminology throughout the response including appropriate workplace examples</li> <li>• Presents a response in an organised, well-reasoned and cohesive manner</li> </ul>	13–15
<ul style="list-style-type: none"> <li>• Demonstrates a sound understanding of some legislations including Anti-discrimination, Sex Discrimination, Racial Discrimination and Affirmative Action Acts and business operations</li> <li>• Provides a description of how an organisation's equity principles and practices are affected by this legislation</li> <li>• Uses industry terminology throughout the response including appropriate workplace examples</li> <li>• Presents an organised and well-reasoned response</li> </ul>	10–12
<ul style="list-style-type: none"> <li>• Demonstrates an understanding of relevant anti-discrimination legislation</li> <li>• Provides an outline of how an organisation's equity principles and practices are affected by this legislation</li> <li>• Uses some industry terminology throughout the response and makes some reference to workplace examples</li> <li>• Presents information in an organised manner</li> </ul>	7–9
<ul style="list-style-type: none"> <li>• Demonstrates some understanding of anti-discrimination</li> <li>• Identifies/makes some reference to how an organisation's equity principles and practices are affected by this legislation</li> <li>• Makes limited use of industry terminology in the response and/or makes limited reference to workplace examples</li> <li>• Shows some organisation in presenting information</li> </ul>	4–6
<ul style="list-style-type: none"> <li>• Makes general statements about anti discrimination and/or legislation and/or an organisation's equity principles and practices</li> <li>• Makes limited use of industry terminology</li> </ul>	1–3

**Question 21**
*Competencies assessed: BSBCMN203A*
**MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none"> <li>• Proposes and justifies a range of strategies to ensure effective oral and written communication</li> <li>• Relates organisational requirements to the strategies identified</li> <li>• Demonstrates a thorough understanding of organisational requirements</li> <li>• Uses a range of precise industry terminology throughout the response including appropriate workplace examples</li> <li>• Presents a response in an organised, well-reasoned and cohesive manner</li> </ul>	13–15
<ul style="list-style-type: none"> <li>• Proposes and justifies some strategies to ensure effective oral and written communication</li> <li>• Relates organisational requirements to some of the strategies identified</li> <li>• Demonstrates an understanding of organisational requirements</li> <li>• Uses industry terminology throughout the response including appropriate workplace examples</li> <li>• Presents an organised and well-reasoned response</li> </ul>	10–12
<ul style="list-style-type: none"> <li>• Identifies strategies to ensure effective oral and written communication, with limited justification</li> <li>• May relate organisational requirements to some strategies</li> <li>• Makes reference to organisational requirements</li> <li>• Uses some industry terminology throughout the response and makes some reference to workplace examples</li> <li>• Presents information in an organised manner</li> </ul>	7–9
<ul style="list-style-type: none"> <li>• Identifies strategies to ensure effective oral and/or written communication and/or organisational requirements</li> <li>• Makes limited use of industry terminology in the response and/or makes limited reference to workplace examples</li> <li>• Shows some organisation in presenting information</li> </ul>	4–6
<ul style="list-style-type: none"> <li>• Makes general statements about oral and/or written communication</li> <li>• Makes limited use of industry terminology</li> </ul>	1–3



**Question 22**
*Competencies assessed: BSBCMN212A*
**MARKING GUIDELINES**

Criteria	Marks
<ul style="list-style-type: none"> <li>• Creates a detailed policies and procedures document for the effective handling of incoming and outgoing mail which differentiates between policies and procedures</li> <li>• Uses a range of precise industry terminology throughout the response including appropriate workplace examples</li> <li>• Presents a response in an organised, well-reasoned and cohesive manner</li> </ul>	13–15
<ul style="list-style-type: none"> <li>• Provides a detailed description of policies and/or procedures relating to the effective handling of incoming and outgoing mail</li> <li>• Uses industry terminology throughout the response including appropriate workplace examples</li> <li>• Presents an organised and well-reasoned response</li> </ul>	10–12
<ul style="list-style-type: none"> <li>• Identifies relevant policies and/or procedures for the handling of incoming and/or outgoing mail</li> <li>• Uses some industry terminology throughout the response and makes some reference to workplace examples</li> <li>• Presents information in an organised manner</li> </ul>	7–9
<ul style="list-style-type: none"> <li>• Identifies policies and/or procedures for handling mail</li> <li>• Makes limited use of industry terminology in the response and/or makes limited reference to workplace examples</li> <li>• Shows some organisation in presenting information</li> </ul>	4–6
<ul style="list-style-type: none"> <li>• Makes general statements about handling of mail</li> <li>• Limited use of industry terminology</li> </ul>	1–3

# Business Services

## 2009 HSC Examination Mapping Grid

Question	Marks	Unit of competency / Element of competency	
<b>Section I</b>			
1	1	BSBCM205A	Use business technology
2	1	BSBCM211A	Participate in workplace safety procedures
3	1	BSBCM203A	Communicate in the workplace
4	1	BSBCM204A	Work effectively with others
5	1	BSBCM209A	Provide information to clients
6	1	BSBCM206A	Process and maintain workplace information
7	1	BSBCM212A	Handle mail
8	1	BSBCM207A	Prepare and process financial/business documents
9	1	BSBCM307A	Maintain business resources
10	1	BSBCM201A	Work effectively in a business environment
11	1	BSBCM202A	Organise and complete daily work activities
12	1	BSBCM213A	Produce simple word-processed documents
13	1	BSBCM211A	Participate in workplace safety procedures
14	1	BSBCM214A	Create and use simple spreadsheets
15	1	BSBADM305A	Create and use databases
<b>Section II</b>			
16 (a)	2	BSBCM205A	Use business technology
16 (b)	2	BSBCM205A	Use business technology
16 (c)	2	BSBCM205A	Use business technology
16 (d)	4	BSBCM205A	Use business technology
17 (a)	3	BSBCM213A	Produce simple word-processed documents
17 (b)	3	BSBCM213A	Produce simple word-processed documents
17 (c)	2	BSBCM213A	Produce simple word-processed documents
18 (a)	2	BSBCM307A	Maintain business resources
18 (b)	3	BSBCM307A	Maintain business resources
18 (c)	4	BSBCM307A	Maintain business resources
19 (a)	3	BSBCM211A	Participate in workplace safety procedures
19 (b)	5	BSBCM211A	Participate in workplace safety procedures
<b>Section III</b>			
20	15	BSBCM201A	Work effectively in a business environment
21	15	BSBCM203A	Communicate in the workplace
22	15	BSBCM212A	Handle mail