



BOARD OF STUDIES
NEW SOUTH WALES

2010 HSC Business Services Marking Guidelines

Section I

| Question | Answer |
|-----------------|---------------|
| 1 | A |
| 2 | D |
| 3 | C |
| 4 | A |
| 5 | A |
| 6 | B |
| 7 | C |
| 8 | B |
| 9 | C |
| 10 | D |
| 11 | D |
| 12 | D |
| 13 | B |
| 14 | C |
| 15 | D |

Section II**Question 16 (a)**

| Criteria | Marks |
|---|--------------|
| • Indicates range of steps for handling client complaints | 2 |
| • Indicates some steps regarding client complaints | 1 |

Question 16 (b)

| Criteria | Marks |
|--|--------------|
| • Details a range of strategies that will enhance customer service | 3 |
| • Details some strategies that will enhance customer service OR • Details a strategy that will enhance customer service • Makes statements about customer service | 2 |
| • Makes general statements about customer service | 1 |

Question 17 (a)

| Criteria | Marks |
|--|--------------|
| <ul style="list-style-type: none">Identifies a range of features of effective time managementProvides characteristics of the features of effective time management | 3 |
| <ul style="list-style-type: none">Identifies a feature(s) of effective time managementProvides a characteristic of the feature of effective time management OR <ul style="list-style-type: none">Identifies a range of features of effective time management OR <ul style="list-style-type: none">Provides characteristics of the features of effective time management | 2 |
| <ul style="list-style-type: none">Makes general statements about effective time management | 1 |

Question 17 (b)

| Criteria | Marks |
|--|--------------|
| <ul style="list-style-type: none">States a wide range of effects of poor time managementRelates these effects to the impact on the business | 5 |
| <ul style="list-style-type: none">States a range of effects of poor time managementRelates these effects to the impact on the business | 3–4 |
| <ul style="list-style-type: none">States an effect of poor time managementRelates an effect to the impact on the business OR <ul style="list-style-type: none">States some effects of poor time management OR <ul style="list-style-type: none">States some impacts of poor time management on a business | 2 |
| <ul style="list-style-type: none">States an effect of poor time managementRelates an effect to the impact on the business OR <ul style="list-style-type: none">Makes a general statement about poor time management | 1 |

Question 18 (a)

| Criteria | Marks |
|---|--------------|
| <ul style="list-style-type: none">Provides a range of advantages of keeping an electronic diary | 2 |
| <ul style="list-style-type: none">States some advantages of keeping an electronic diary | 1 |

Question 18 (b)

| Criteria | Marks |
|--|--------------|
| <ul style="list-style-type: none">Identifies a range of reasons why version control is used when producing documents | 3 |
| <ul style="list-style-type: none">States some reasons why version control is used when producing documents | 2 |
| <ul style="list-style-type: none">Makes a general statement regarding version control when producing documents | 1 |

Question 18 (c)

| Criteria | Marks |
|--|--------------|
| <ul style="list-style-type: none">Identifies a range of requirements of the Privacy Act in relation to the handling of informationOutlines how a business can apply the requirements, using a range of relevant workplace examples in relation to the handling of information | 5 |
| <ul style="list-style-type: none">Identifies some requirements of the Privacy Act in relation to the handling of informationRecognises how a business can apply the requirements, using a range of relevant workplace examples in relation to the handling of information | 4 |
| <ul style="list-style-type: none">States some requirements of the Privacy Act AND/OR <ul style="list-style-type: none">Makes statements relating to privacy issues relevant to the handling of information | 3 |
| <ul style="list-style-type: none">Makes some general statements in relation to the handling of information and privacy | 2 |
| <ul style="list-style-type: none">Makes a general statement about privacy and the handling of information | 1 |

Question 19 (a)

| Criteria | Marks |
|--|--------------|
| <ul style="list-style-type: none">Gives reasons for electrical tagging of equipment | 2 |
| <ul style="list-style-type: none">Gives a reason for electrical tagging of equipment | 1 |

Question 19 (b)

| Criteria | Marks |
|--|-------|
| <ul style="list-style-type: none"> Identifies a range of human and organisational costs to a workplace resulting from injuries Relates these costs to business operations | 6 |
| <ul style="list-style-type: none"> Identifies some human and organisational costs to a workplace resulting from injuries Relates these costs to business operations | 4–5 |
| <ul style="list-style-type: none"> Identifies a limited range of human and/or organisational costs to a workplace resulting from injuries AND/OR <ul style="list-style-type: none"> Relates these costs to business operations | 2–3 |
| <ul style="list-style-type: none"> Makes general statements regarding workplace injuries and/or human and/or organisational costs | 1 |

Question 19 (c)

| Criteria | Marks |
|---|-------|
| <ul style="list-style-type: none"> Correctly completes 'to', 'date', 're' sections Outlines the purpose and content of MSDS in a memo format | 4 |
| <ul style="list-style-type: none"> Correctly completes 'to', 'date', 're' sections Outlines the purpose and/or content of MSDS in a memo format | 3 |
| <ul style="list-style-type: none"> Correctly completes 'to', 'date', 're' sections Makes limited statements about the purpose and/or content of MSDS in a memo format OR <ul style="list-style-type: none"> Outlines the purpose and/or content of MSDS in a memo format | 2 |
| <ul style="list-style-type: none"> Correctly completes 'to', 'date', 're' sections AND/OR <ul style="list-style-type: none"> Makes general statements regarding MSDS | 1 |

Section III

Question 20

| Criteria | Marks |
|---|-------|
| <ul style="list-style-type: none"> • Identifies a wide range of strategies for the professional development and improvement of employees • Relates how these strategies would benefit employees and the business • Communicates ideas and information using relevant workplace examples and industry terminology • Presents a logical and cohesive response | 13–15 |
| <ul style="list-style-type: none"> • Identifies a range of strategies for the professional development and improvement of employees • Relates how these strategies would benefit employees and/or the business • Communicates ideas and information using relevant workplace examples and industry terminology • Presents a logical response | 10–12 |
| <ul style="list-style-type: none"> • Provides some strategies for the professional development and improvement of employees • States how these strategies would benefit employees and/or the business • Communicates ideas and information using some workplace examples and limited industry terminology • Presents an organised response | 7–9 |
| <ul style="list-style-type: none"> • States some strategies for the professional development and improvement of employees • Limited use of workplace examples and industry terminology • Shows some organisation in presenting information | 4–6 |
| <ul style="list-style-type: none"> • Makes general statements about professional development and/or improvement of employees • Limited use of industry terminology | 1–3 |

Section IV

Question 21 (a)

| Criteria | Marks |
|--|-------|
| • Correctly states the meaning of environmentally sustainable work practices | 2 |
| • States some elements of environmentally sustainable work practices | 1 |

Question 21 (b)

| Criteria | Marks |
|---|-------|
| • Provides characteristics and features of a range of methods of minimising negative environmental impacts when producing documents | 3 |
| • Provides some methods of minimising negative environmental impacts when producing documents | 2 |
| • Makes general statements about minimising negative environmental impacts when producing documents | 1 |

Question 21 (c)

| Criteria | Marks |
|--|-------|
| • Provides a detailed outline of the responsibilities of management in promoting an office policy • Communicates ideas and information using relevant workplace examples and industry terminology • Presents a logical and cohesive response in a policy format using appropriate heading(s) and/or style of writing | 8–10 |
| • Provides an outline of the responsibilities of management in promoting an office policy • Communicates ideas and information using relevant workplace examples and industry terminology • Presents an organised response | 5–7 |
| • Provides a limited range of the responsibilities of management in promoting an office policy • Limited use of workplace examples and industry terminology • Shows some organisation in presenting ideas | 3–4 |
| • Makes general statements about environmental responsibilities • Limited use of industry terminology | 1–2 |

Business Services

2010 HSC Examination Mapping Grid

| Question | Marks | Unit of competency / Element of competency |
|--------------------|-------|--|
| Section I | | |
| 1 | 1 | OHS201 |
| 2 | 1 | OHS201 |
| 3 | 1 | WOR202 |
| 4 | 1 | IND201 |
| 5 | 1 | SUS201A |
| 6 | 1 | INM201 |
| 7 | 1 | CUS201 |
| 8 | 1 | IND201 |
| 9 | 1 | CMM201 |
| 10 | 1 | INM201 |
| 11 | 1 | WOR203A |
| 12 | 1 | CUS201 |
| 13 | 1 | CMM201 |
| 14 | 1 | WOR203A |
| 15 | 1 | WOR202 |
| Section II | | |
| 16 (a) | 2 | CU201A |
| 16 (b) | 3 | CUS201A |
| 17 (a) | 3 | WOR202A |
| 17 (b) | 5 | WOR202A |
| 18 (a) | 2 | INM201A |
| 18 (b) | 3 | INM201A |
| 18 (c) | 5 | INM201A |
| 19 (a) | 2 | OHS201A |
| 19 (b) | 6 | OHS201A |
| 19 (c) | 4 | OHS201A |
| Section III | | |
| 20 | 15 | WOR203A, WOR202A, IND201A, OHS201A |
| Section IV | | |
| 21 (a) | 2 | SUS201A |
| 21 (b) | 3 | SUS201A |
| 21 (c) | 10 | SUS201A |