

2016 HSC Business Services Marking Guidelines

Section I

Multiple-choice Answer Key

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

*Both A and B were accepted as correct.

Section II

Question 16 (a)

Criteria	Marks
• Clearly states the importance for an employee to understand their terms and conditions of employment	2
• Makes general statements about terms and conditions of employment	1

Sample answer:

Understanding the terms and conditions of employment enables the employee to understand the job responsibilities, pay details, hours of work and leave entitlements.

Answers could include:

- flexible work arrangements
- parental leave
- long service leave
- annual leave
- superannuation obligations
- grievance procedures
- notice periods.

Question 16 (b)

Criteria	Marks
• Demonstrates a thorough understanding of the circumstances in which an employer can dismiss an employee	5
• Demonstrates an understanding of the circumstances in which an employer can dismiss an employee	3–4
• Outlines some circumstances in which an employer can dismiss an employee	2
• Makes general statements about dismissing an employee	1

Sample answer:

An employer is able to dismiss an employee when their contract has ended. If an employee is negligent or careless towards their WHS requirements they may be dismissed, particularly if they cause an accident. If an employee intentionally reveals confidential information the employer also has the right to dismiss them.

Answers could include:

- commit a criminal offence, such as theft or violence in the workplace
- serious breaches of WHS procedures
- inability to fulfil job requirements.

Question 17 (a)

Criteria	Marks
• Identifies and gives justification for ONE type of software available to store information electronically	3
• Identifies and shows limited justification for ONE type of software available to store information electronically	2
• Identifies a type(s) of software available to electronically store information OR • Shows some understanding of how to store information electronically	1

Sample answer:

Spreadsheets can be used to store information electronically and would allow for the invoices to be accessed, managed and updated. The built-in calculation features of a spreadsheet allow information to be sorted, calculated, charted and analysed over a range of time periods.

Information can be easily extracted and data can be seen visually.

Answers could include:

- checklists
- databases
- spreadsheets
- graphs
- stocktake tools.

Question 17 (b)

Criteria	Marks
• Demonstrates a thorough understanding of how a business can measure its resource consumption	4
• Demonstrates an understanding of how a business can measure its resource consumption	3
• Identifies how a business can measure its resource consumption	2
• Makes general statements about measuring resource consumption	1

Sample answer:

Resource consumption can be measured by a visual assessment of patterns of usage which allows a business to identify stock levels. Comparing invoices can also help to measure resource consumption as this allows the business to prepare for changes in demand for resources and make adjustments accordingly. By monitoring data a trend can be identified in resource consumption.

Answers could include:

- measuring resource use under different conditions
- examining relevant information and data
- reviewing resource or stock levels.

Question 18 (a)

Criteria	Marks
• Correctly identifies TWO forms of evidence of learning for an employee	2
• Correctly identifies ONE form of evidence of learning for an employee	1

Sample answer:

A diploma would show the qualification achieved. A performance review would show feedback provided by an employer in relation to an employee's skills and capabilities.

Answers could include:

- transcript/qualification
- work diary
- supervisor and/or team leader's report/evaluation/appraisal
- competency record
- learning portfolio.

Question 18 (b)

Criteria	Marks
• Demonstrates a sound understanding of the importance of self-reflection for an employee	3
• Outlines the importance of self-reflection for an employee	2
• Makes general statements about self-reflection for an employee	1

Sample answer:

Self-reflection provides an opportunity for the individual to recognise their current work performance by assessing their knowledge and skills in the workplace. By doing this, the individual is able to identify areas of strength and improvement. By identifying areas of improvement needed, they are also able to seek out appropriate training opportunities to ensure they meet their job expectations and can plan future career opportunities.

Answers could include:

- recognition of current knowledge and skills
- identification of knowledge and skills required for current job
- knowledge and skill gaps
- learning opportunities to meet potential learning needs and fulfil career aspirations.

Question 18 (c)

Criteria	Marks
<ul style="list-style-type: none"> Explains the benefits of job rotation to both the employees and employers of a business 	5
<ul style="list-style-type: none"> Describes the benefits of job rotation to both the employees and employers of a business 	4
<ul style="list-style-type: none"> Outlines some benefits of job rotation to employees and/or employers of a business 	3
<ul style="list-style-type: none"> Identifies the benefits of job rotation to the employees and/or employers of a business 	2
<ul style="list-style-type: none"> Makes general statements about job rotation OR <ul style="list-style-type: none"> Identifies a benefit of job rotation to the employees OR employers of a business 	1

Sample answer:

Job rotation provides a learning opportunity for an employee to gain knowledge and understanding of different roles and develop skills within other areas of the workplace. This may assist in reducing the boredom of employees and help them to recognise how each department interconnects, and emphasises the importance of communication and working as part of a team. For an employer the benefits of job rotation are in reducing the impact of staff absence as another person within the workplace can easily transition into the role. Job rotation can increase staff motivation and morale as employees' skills are developed and productivity increases.

Question 19 (a)

Criteria	Marks
<ul style="list-style-type: none"> Demonstrates a sound understanding of quality customer service 	2
<ul style="list-style-type: none"> Makes general statements about quality customer service 	1

Sample answer:

Quality customer service is building good relationships with customers by promoting a positive, helpful and friendly environment. This is achieved by understanding customer needs, following up on feedback and looking for ways to improve customer service delivery.

Question 19 (b)

Criteria	Marks
• Proposes a range of ways to demonstrate discretion when dealing with the customer	3
• Outlines some ways to demonstrate discretion when dealing with the customer	2
• Outlines a way to demonstrate discretion when dealing with the customer OR • Shows some understanding of dealing with the customer	1

Sample answer:

The business services employee should ensure that the conversation takes place in a secure and private area. Discretion is behaving or speaking in such a way to avoid causing offence or revealing confidential information. The employee should try to develop a rapport by showing concern for the needs of the customer.

Answers could include:

- legal and organisational policies, guidelines and requirements
- organisational requirements.

Question 20 (a)

Criteria	Marks
• Clearly identifies a range of information that is usually included in an employee's role statement	2
• Identifies information that is usually included in an employee's role statement	1

Sample answer:

The information included in an employee's role statement can include – key responsibilities and activities, performance expectations, classification levels, role overview, special conditions, essential selection criteria and personal capabilities.

Answers could include:

- pre-employment conditions
- performance development
- job title
- employment status
- an indication of the direction and supervision to which the role will be subject.

Question 20 (b)

Criteria	Marks
• Demonstrates a sound understanding of the responsibilities of an employee when completing work tasks	4
• Clearly outlines the responsibilities of an employee when completing work tasks	3
• Identifies some responsibilities of an employee when completing work tasks	2
• Makes general statements about the importance of completing work tasks	1

Sample answer:

To be committed to the completion of work tasks, an individual is responsible for communicating effectively with team members. This will allow for cooperation in team-based work tasks as well as assisting others. To achieve individual work tasks, an individual is required to be flexible and adapt to change both in the short and long term. Employees are responsible for multi-skilling in order to achieve goals within a designated time frame.

Answers could include:

- adhere to safety procedures
- follow directions from supervisor
- adhere to workplace policies
- maintain personal space
- contribute to productive work environment by accepting responsibility for own work and assisting co-workers as required
- check that required materials and equipment are available and meet requirements of the task
- seek advice/obtain information as required.

Section III

Question 21

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of discrimination in a business services workplace • Clearly demonstrates the relationship between workplace policies and procedures and the minimising of discrimination in the workplace • 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"> • Demonstrates a detailed understanding of discrimination in a business services workplace • Links the relationship between workplace policies and procedures to the minimising of discrimination in the workplace • Communicates using workplace examples and industry terminology • Presents a logical response 	10–12
<ul style="list-style-type: none"> • Demonstrates some understanding of discrimination in a business services workplace • Makes some link between workplace policies and procedures in relation to minimising discrimination in the workplace • Uses industry terminology • Demonstrates some organisation in presenting information 	7–9
<ul style="list-style-type: none"> • Demonstrates a basic understanding of minimising discrimination in a business services workplace by using workplace policies and procedures • Uses basic industry terminology 	4–6
<ul style="list-style-type: none"> • Makes general statements about minimising discrimination and/or workplace policies and procedures 	1–3

Answers could include:

Workplace discrimination occurs when an individual takes adverse action against a person because of race, colour, gender, sexual preference or religion.

Relationship between legislation for example:

Fair Work Act (2009), NSW Anti-Discrimination Act (1977), Age Discrimination Act (2004), Disability Discrimination Act (1992) and Sex Discrimination Act 1984, and workplace policies and procedures.

Fairness, respect and equality are essential components of building harmonious, cooperative and productive workplaces.

Workplace policies can ensure that gender-based pay discrimination is not part of the remuneration system and that all employees are rewarded according to their skills and contribution to the workplace and they are not undervalued.

Procedures that develop and implement effective dialogue to encourage cooperation in the workplace and maintain a culture of consultation.

Procedures that actively engage with employees such as using interpreters if required, by developing cultural understanding, by being sensitive to individual gender preferences and by being conscious of physical contact within a workplace.

Procedures that promote empathy, tolerance and acceptance despite individual differences.

Section IV**Question 22 (a)**

Criteria	Marks
• Demonstrates a sound understanding of the reasons for a business to meet its record-keeping obligations	3
• Outlines the reasons for a business to meet its record-keeping obligations	2
• Identifies ONE way a business can meet its record-keeping obligations OR • Makes general statements about record-keeping	1

Sample answer:

A business needs to keep records in order to protect themselves from being fined. It is much more costly to a business to find records months later. A business has many legal requirements to keep records, for auditing and taxation purposes.

Answers could include:

- protecting the business
- legal requirement
- generating meaningful reports
- preparing for legal challenges
- managing potential risks.

Question 22 (b)

Criteria	Marks
<ul style="list-style-type: none"> • Demonstrates a comprehensive understanding of a workplace policy on information management for a business addressing a range of aspects • Communicates ideas and information using relevant workplace examples and industry terminology • Presents a logical and cohesive response 	10–12
<ul style="list-style-type: none"> • Demonstrates a substantial understanding of a workplace policy on information management for a business addressing the main aspects • Communicates ideas and information using relevant workplace examples and industry terminology • Presents an organised response 	7–9
<ul style="list-style-type: none"> • Demonstrates an understanding of a workplace policy on information management for a business addressing some aspects • Limited use of workplace examples and industry terminology • Shows some organisation in presenting ideas 	4–6
<ul style="list-style-type: none"> • Shows a basic understanding of a workplace policy AND/OR information management • Limited use of industry terminology 	1–3

Answers could include:

- confidentiality
- security
- ease of access
- storage media
- privacy
- copyright
- protect against computer viruses
- archiving
- access rights/permissions
- updating and modifying information
- acceptable use
- internet/intranet access.

2016 HSC Business Services 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	BSBWHS201A Contribute to health and safety of self and others — Implement work safety requirements – page 3		X	X					
2	1	BSBINM201A Process and maintain workplace information — Collect information – page 43	X				X			
3	1	BSBWHS201A Contribute to health and safety of self and others — Participate in WHS consultative processes – page 3		X		X				
4	1	BSBCMM201A Communicate in the workplace — Complete workplace documentation and correspondence – page 15	X				X			
5	1	BSBCUS201B Deliver a service to customers — Establish contact with customers – page 21			X		X			
6	1	BSBSUS201A Participate in environmentally sustainable work practices — Identify current resource use – page 63				X				
7	1	BSBINM201A Process and maintain workplace information — Collect information – page 43					X			
8	1	BSBWOR202A Organise and complete daily work activities — Complete work tasks – page 72	X	X						
9	1	BSBCMM201A Communicate in the workplace — Gather, convey and receive information and ideas – page 12	X							
10	1	BSBCUS201B Deliver a service to customers — Establish contact with customers – page 21				X				
11	1	BSBSUS201A Participate in environmentally sustainable work practices — Identify current resource use – page 63				X				
12	1	BSBWOR202A Organise and complete daily work activities — Review work performance – page 74				X		X		

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
13	1	BSBIND201A Work effectively in a business environment — Work in a team – page 38	X							
14	1	BSBIND201A Work effectively in a business environment — Work in a team – page 37	X	X						
15	1	BSBWOR203B Work effectively with others — Deal effectively with issues, problems and conflict – page 81				X		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)	2	BSBIND201A Work effectively in a business environment — Work within organisational requirements – pages 32–33						X	X	
16 (b)	5	BSBIND201A Work effectively in a business environment — Work within organisational requirements – page 33			X	X				
17 (a)	3	BSBSUS201A Participate in environmentally sustainable work practices — Identify current resource use – page 64			X					X
17 (b)	4	BSBSUS201A Participate in environmentally sustainable work practices — Identify current resource use – page 64			X					X
18 (a)	2	BSBWOR202A Organise and complete daily work activities — Review work performance – page 75						X	X	
18 (b)	3	BSBWOR202A Organise and complete daily work activities — Review work performance – page 75		X				X	X	
18 (c)	5	BSBWOR202A Organise and complete daily work activities — Review work performance – page 75						X	X	

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
19 (a)	2	BSBCUS201B Deliver a service to customers — Establish contact with customers – page 21				X				
19 (b)	3	BSBCUS201B Deliver a service to customers — Establish contact with customers – page 21	X					X		
20 (a)	2	BSBWOR203B Work effectively with others — Develop effective workplace relationships – page 78				X				
20 (b)	4	BSBWOR203B Work effectively with others — Develop effective workplace relationships – page 78						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
21	15	BSBCMM201A Communicate in the workplace — Communicate in a way that responds positively to individual difference – page 18 BSBIND201A Work effectively in a business environment — Work in a team – page 38		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
22 (a)	3	BSBINM201A Process and maintain workplace information — Collect information – page 43			X	X				
22 (b)	12	BSBINM201A Process and maintain workplace information — Collect information – page 45				X	X			